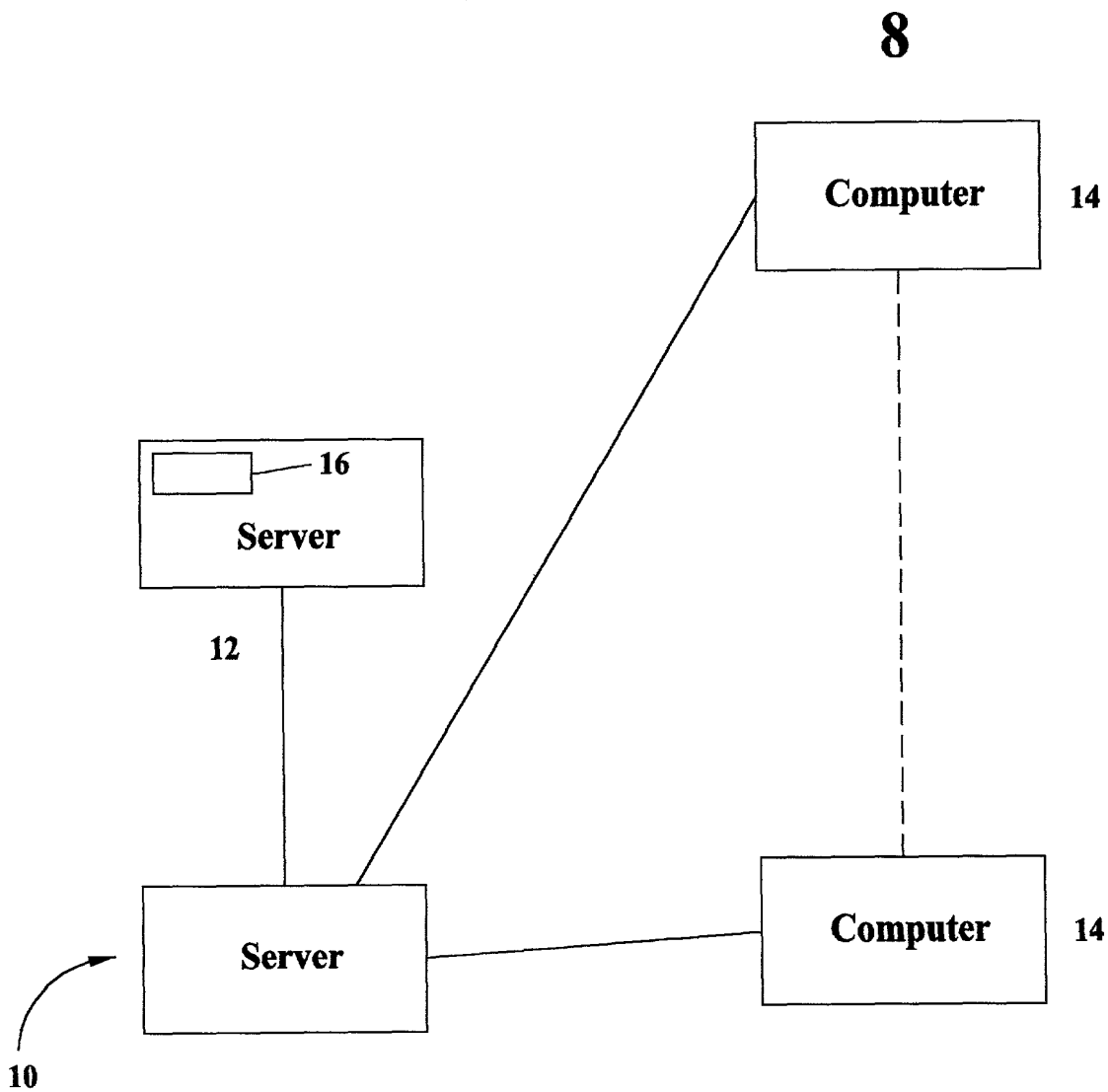


4

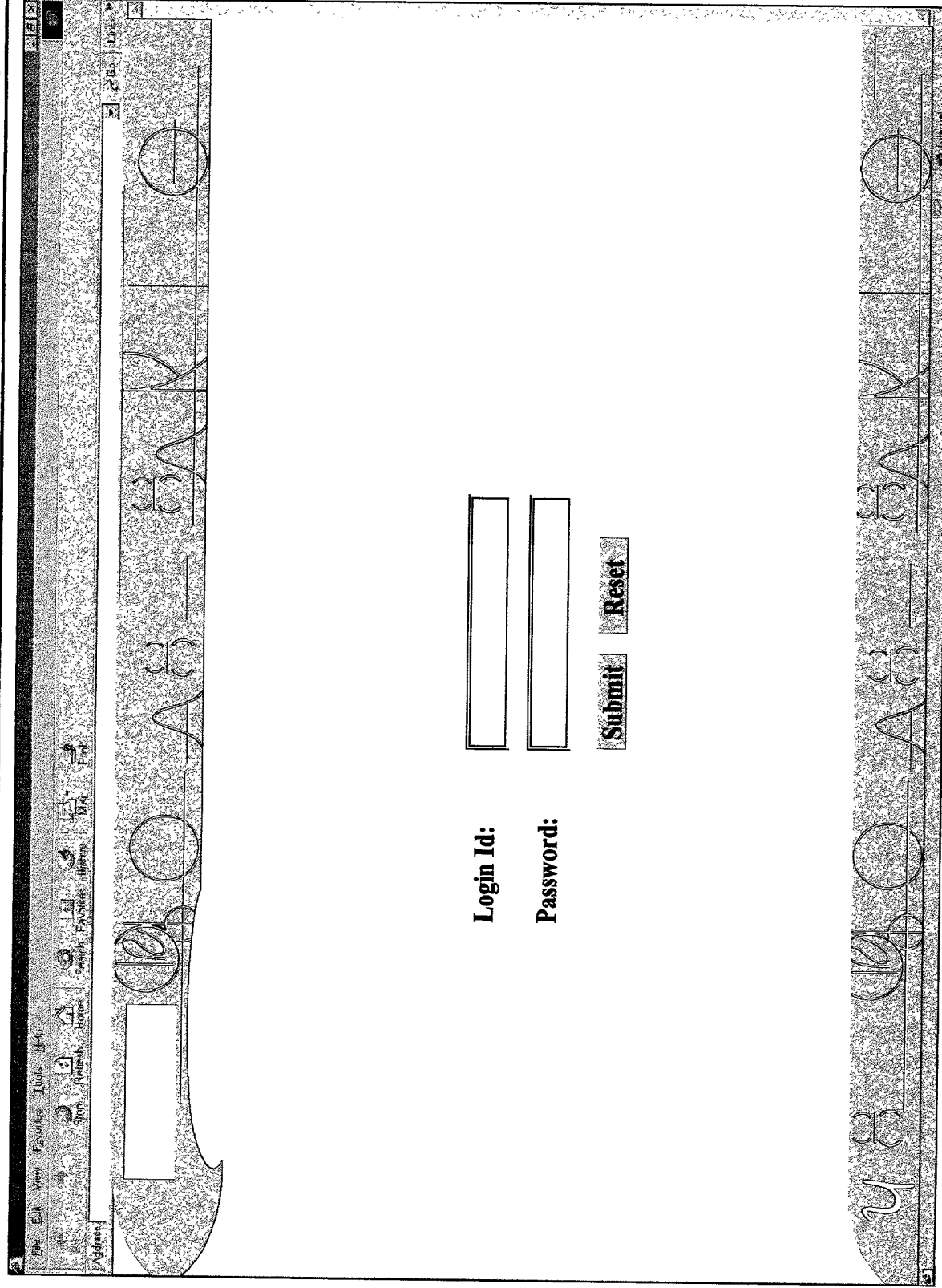
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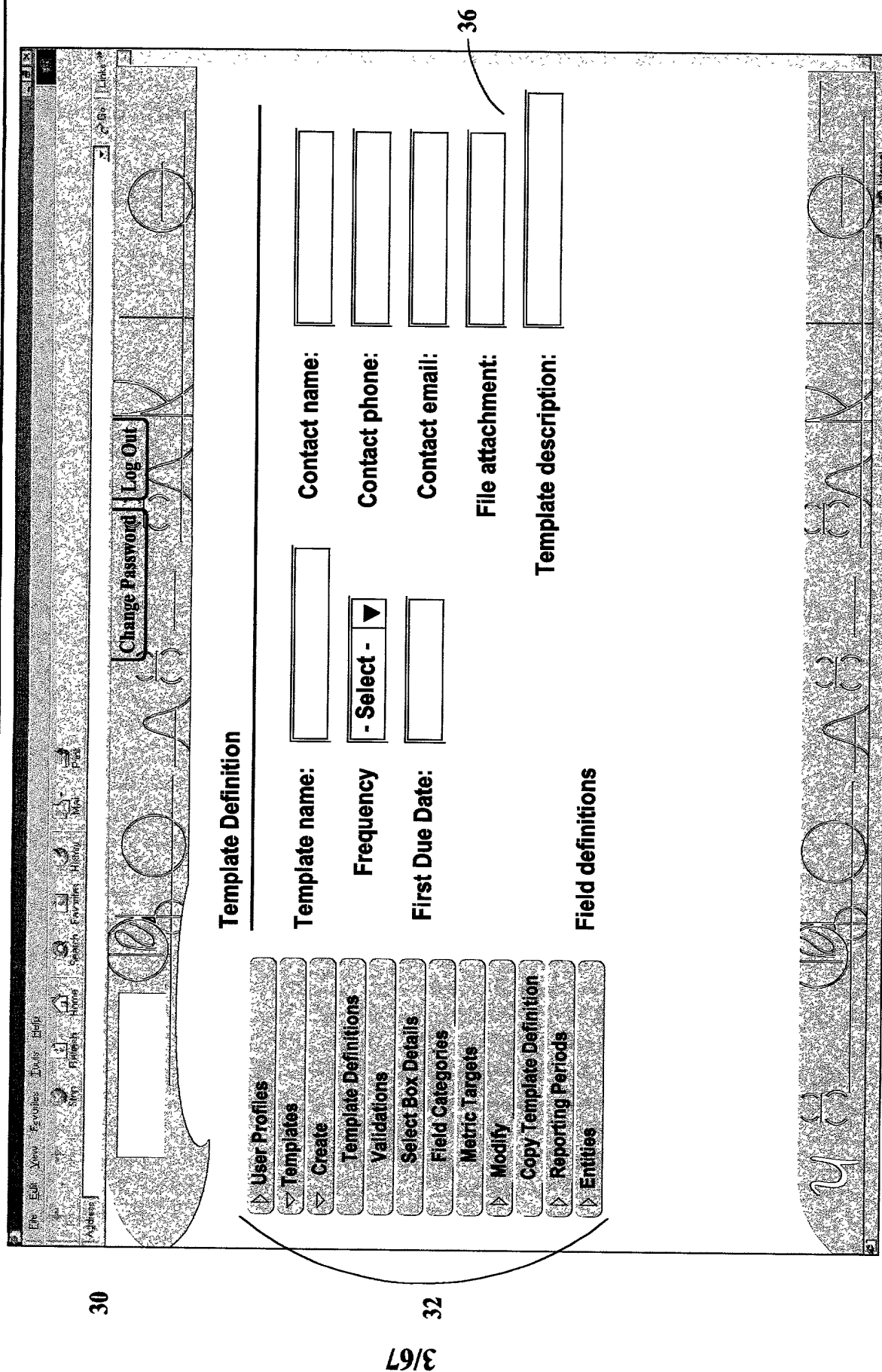
**FIG. 1**

FIG. 2

Getting into the system



# Creating a Template - 1







Field	Guide	Example
Display Type	This field tells what will show up on the form in what order.	Text: will provide an input box Select box: makes a drop down Header Text: displays a comment on the form Text Area: creates a longer comment type box
Field Name	Individual name used for the field in the database	Ques1
Field Type	Describes what the input will be for the question posed	Char: Text input Number: Numerical input Date: Date input Calculated: Derived from other fields on the form.
Field Length	Only valid for text input. You can limit the length.	
Default Value	The value that will show up before there is an entry	
Metric Type	What is the class of Metrics	Number, Percentage, Reverse Percentage
Indent Level	Used for formatting. Each number is 4 characters.	
Field Label	What will display on the input form?	Enter number of days late:
Short Label	This is something that could be on a report	Days Late
Label Style	For formatting	Normal <i>Italic</i> , <b>Bold</b>
Help Text	This will display in the bottom white box, character space is limited to that size.	Enter the total number of complete days
Mouse Text	This allows for hundred of characters, Longer descriptions should go here	This is calculated as the day the actual delivery was made - the day that it was due.
Roll up Method	Not valid for all. If you are rolling it up, how will you do it?	Sum, Average, Max, Weighted Average
Calculation Formula	If the field is based on other fields in the form use this line to show that calculation	Field1*Field2
Category	If you want your metric grouped with another, click on your category that you have created.	Spendmetrics ~~~~~
Display Metric	Yes or no. This is used to distinguish between actual tracked metrics and not.	

FIG. 6 Validation

File Edit View Favorites Tools Help

Go Home Stop Refresh Print

Search Favorites History

Address

Change Password Log Out

Template : Tester metrics

Add Validations

Fields : 

combobox

Condition	Message	Proceed
- Select one -		Yes
- Select one -		Yes
- Select one -		Yes
- Select one -		Yes
- Select one -		Yes

Save & Add

Save

Reset

FIG. 7

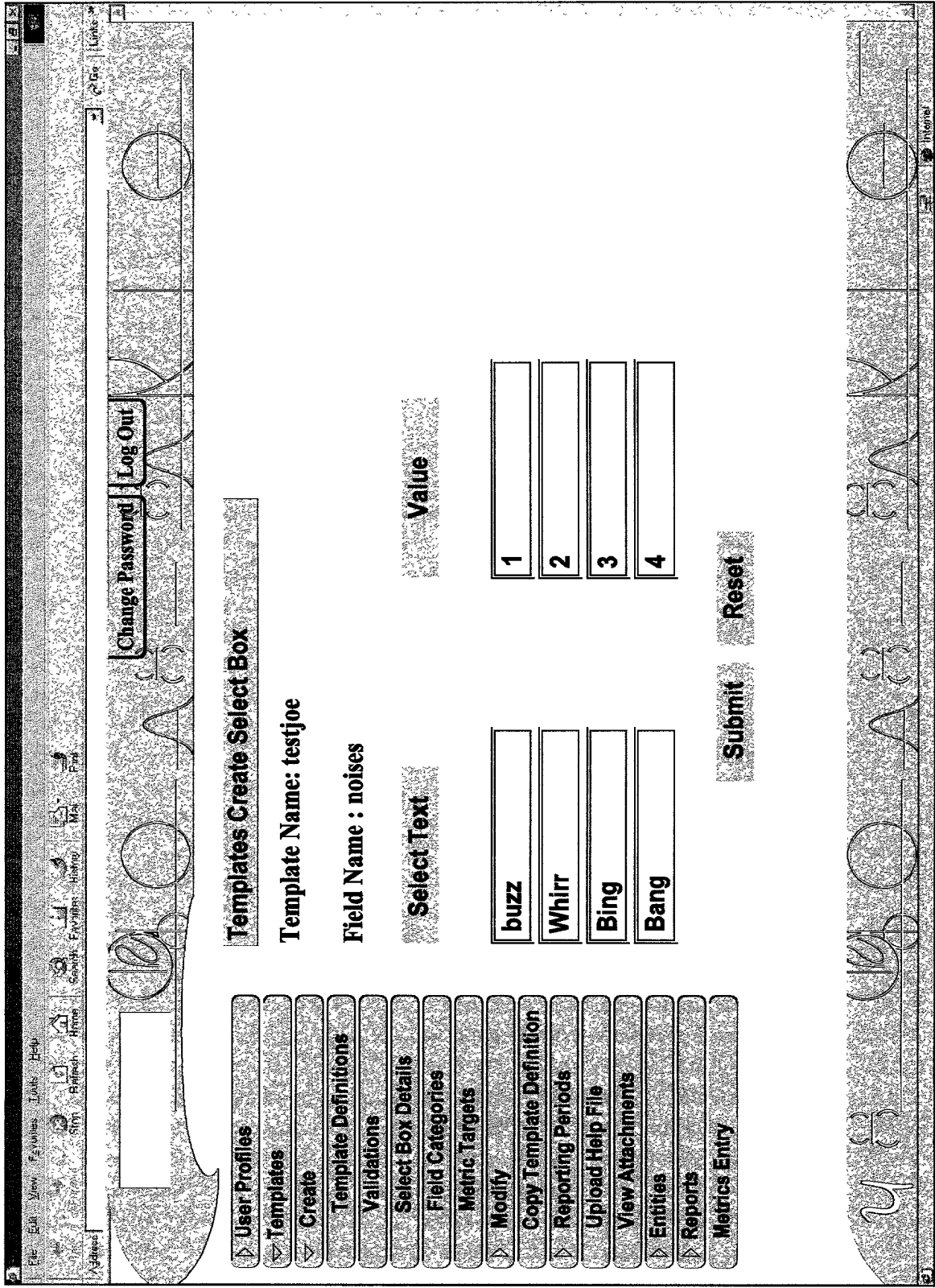
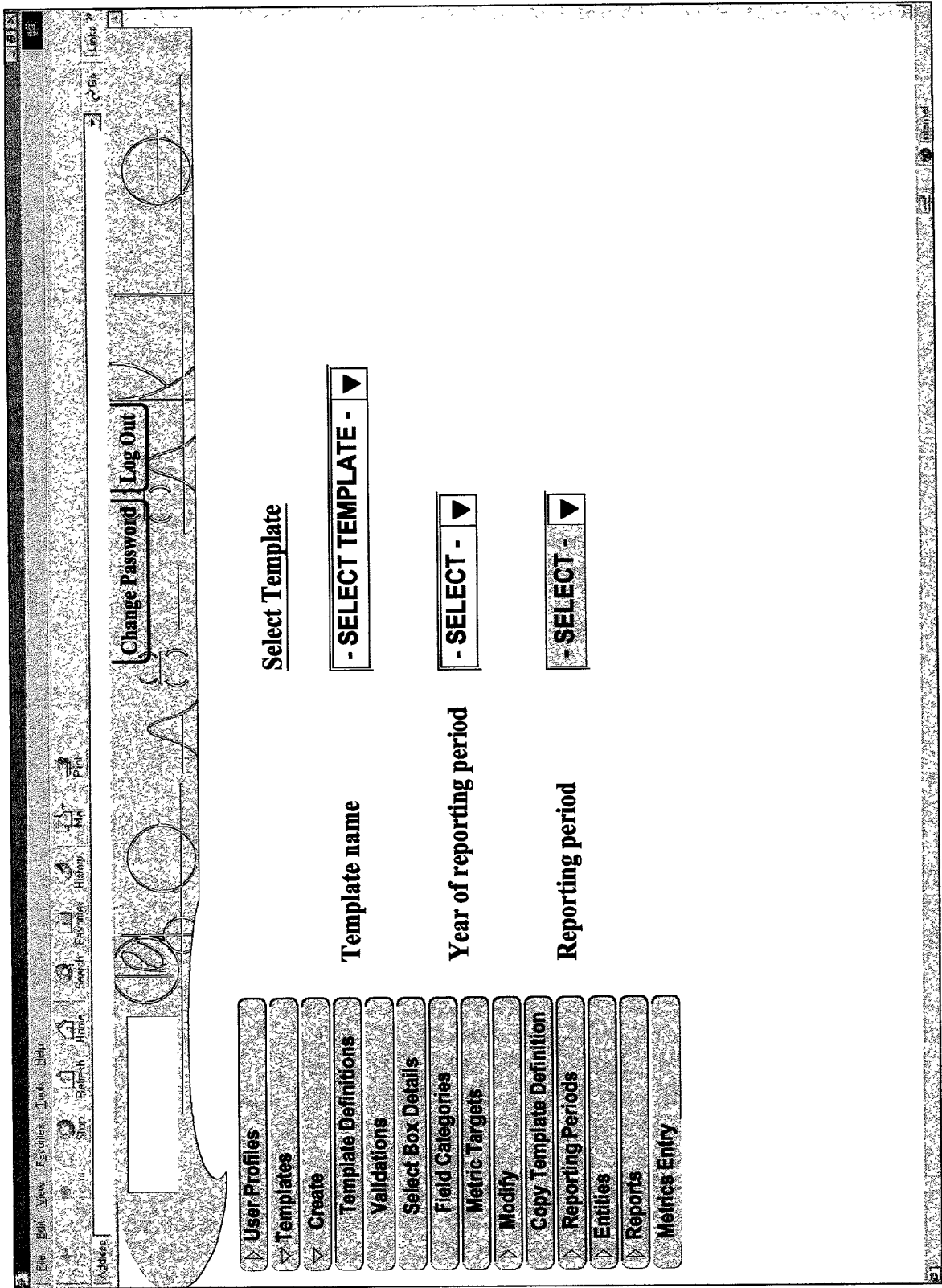


FIG. 8

Adding Metric Targets



**FIG. 9**

## Adding Metric Targets cont.

Field order	Field Name	Weight	Green Level	Yellow Level	Red
1	users_supported	17	>	>=	=
2	number_of_calls	16565	=	>	between
4	speed_yield	10	=	>=	>=
5	speed_median	12	=	=	>
6	speed_span		Select	Select	Select
7	abandoned_rate	36456	>	>=	>=
8	resolved_on_first_c		Select	Select	Select
10	critical_yield	3	=	>	<

**Metric targets entry/modification**

Template name : Monthly  
Report Month : Jan 2000

Change Password Log Out

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# Create Field Categories

FIG. 10

File Edit View Favorites Tools Help

Address

Back Forward Stop Reload Home Search Favorites History Print

http://www.thermal.com/

Change Password Log Out

▼ User Profiles

▼ Templates

▼ Create

Template Definitions

Validations

Select Box Details

Field Categories

Metric Targets

▼ Modify

Copy Template Definition

▼ Reporting Periods

Upload Help File

View Attachments

▼ Entities

▼ Reports

Metrics Entry

Create Field Category

Enter Category Details

Template :

Category name :

Category Description :

Category Order :

Continue

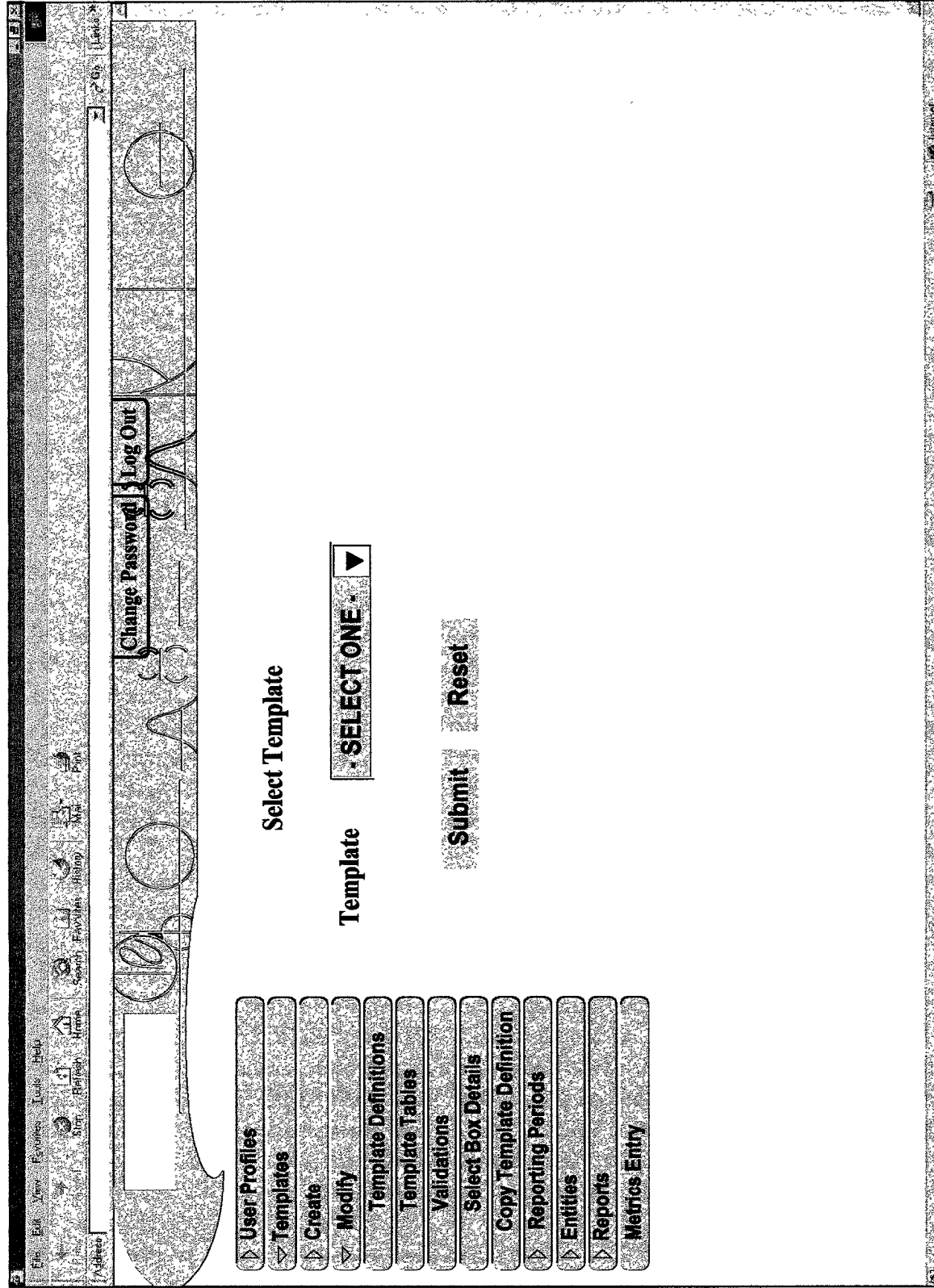
Reset



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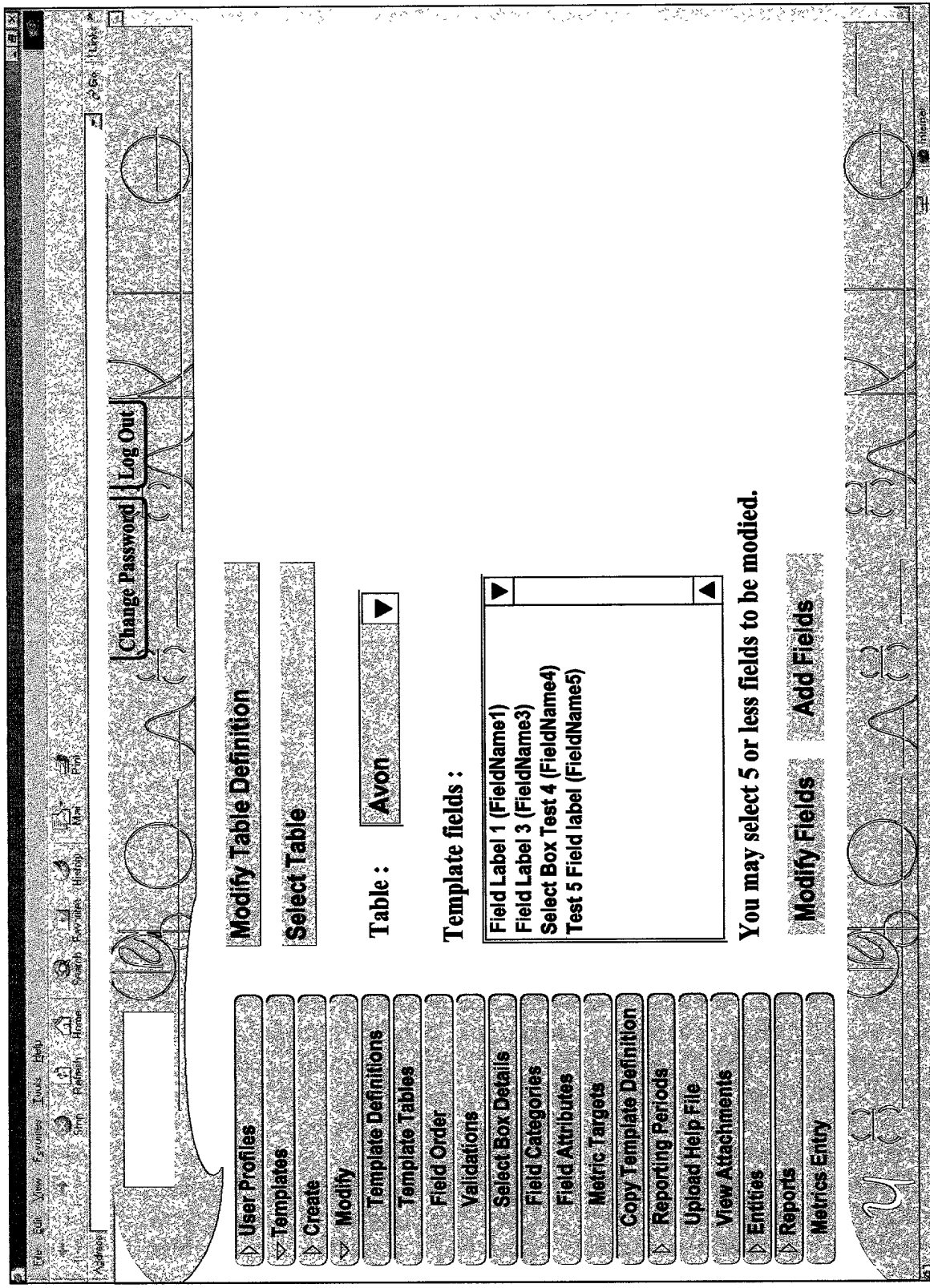
# Modify Template

FIG. 11



# Modify Template Table

FIG. 12





# Modifying The Template

FIG. 13

File Edit View Favorites Tools Help

Search Favorites History Mail Print

Address

Change Password Log Out

► User Profiles

▼ Templates

► Create

▼ Modify

Template Definitions

Template Tables

Field Order

Validations

Select Box Details

Field Categories

Field Attributes

Metric Targets

Copy Template Definition

Reporting Periods

Upload Help File

View Attachments

► Entities

► Reports

Metrics Entry

Field Name : FieldName4

Field Length : 25

Field Label : Select Box Test 4

Label Style : Normal

Mouse Text : Mouse Test 4

Field Order : 4

Display Type : Select Box

Field Type : CHAR (25)

Indent Level : 1

Label Style : Test Short 4

Help Text : Help 4

For field type CHAR: # characters

For field type NUMBER: # decimals

Save & Quit

# Changing Field Order

FIG. 14

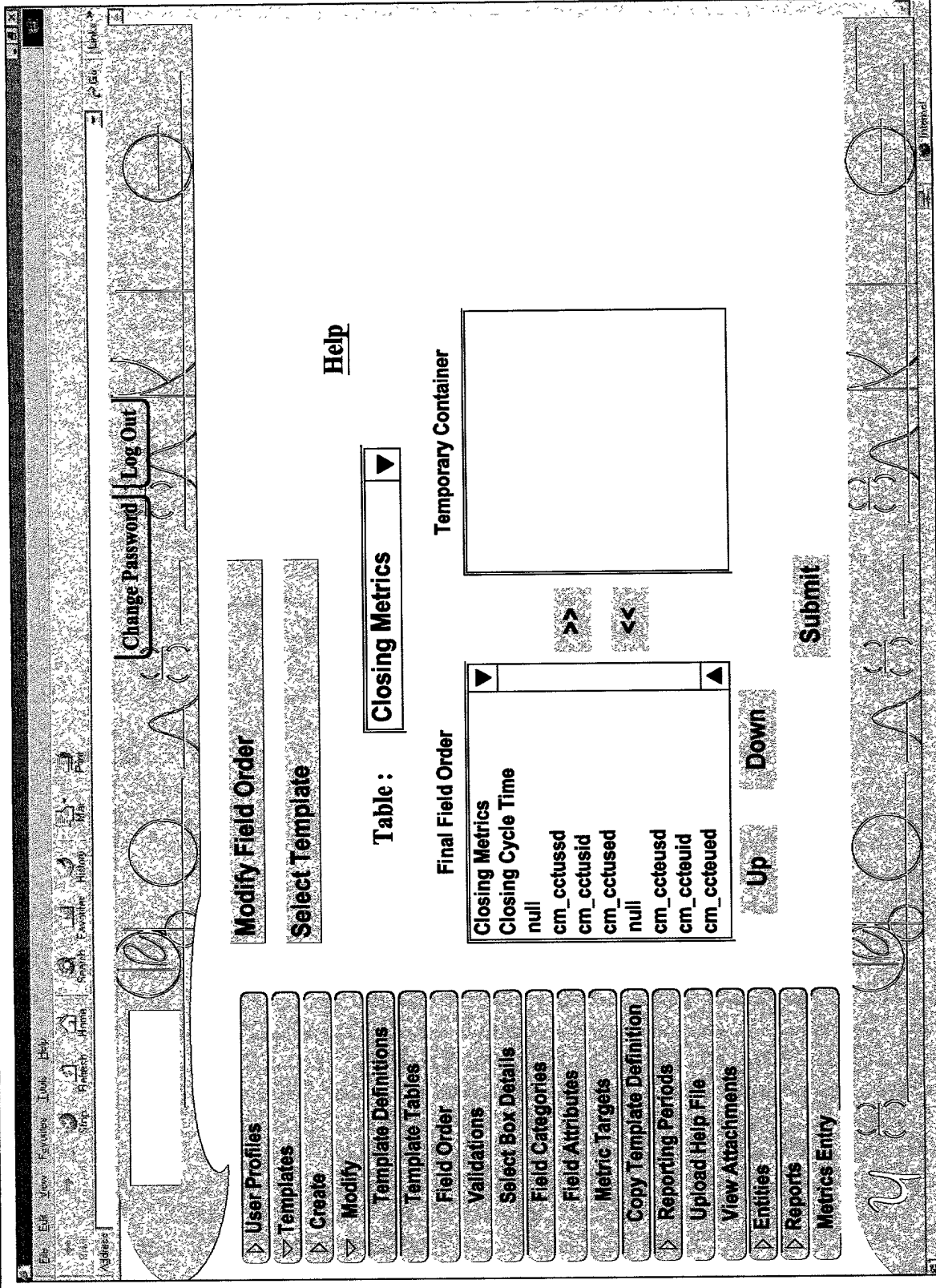


FIG. 15

File Edit View Favorites Tools Help

Address

Home Back Forward Stop Refresh Home Search Favorites History Print

Change Password Log Out

Modify Validations

Template : HD METRICS

Select a blank in the condition dropdown to remove a validation

Fields : normal\_yield

Conditions between 0:1 Message Please type a percentage Proceed Yes

Update Reset

User Profiles

Templates

Create

Modify

Template Definitions

Template Tables

Field Order

Validations

Select Box Details

Field Categories

Field Attributes

Metric Targets

Copy Template Definition

Reporting Periods

Upload Help File

View Attachments

Entities

Reports

Metrics Entry

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FIG. 16

Modify Select Box

File Edit View Favorites Tools Help

Address

Search Favorites History Menu

Home

Back

Forward

Stop

Print

Change Password Log Out

▶ User Profiles

▼ Templates

▶ Create

▼ Modify

Template Definitions

Template Tables

Field Order

Validations

Select Box Details

Field Categories

Field Attributes

Metric Targets

Copy Template Definition

Reporting Periods

Upload Help File

View Attachments

▶ Entities

▶ Reports

Metrics Entry

Templates Modify Select Box

Select Field

Template : ITM SLMS

Fields : datacurrency ▼

Note.- Leave the text and value fields in blank to remove an option from the select box

	Text	Value
1.	Less Than 3 Months	.75
2.	Between 3 and 6 Months	.5
3.	Between 6 and 9	.25
4.	Greater than 9 Months	0
5.	Current	1

Submit Reset

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FIG. 17

Modify Field Categories

FileEditViewFavoritesToolsHelp

Address

GoBackForwardStopHomeSearchFavoritesHistoryMenuPrint

Change PasswordLog Out

▶ User Profiles

▼ Templates

▶ Create

▼ Modify

Template Definitions

Template Tables

Field Order

Validations

Select Box Details

Field Categories

Field Attributes

Metric Targets

Copy Template Definition

▶ Reporting Periods

Upload Help File

View Attachments

▶ Entities

▶ Reports

Metrics Entry

Modify Field Category

Modify Category Details

Template : Security Metrics

Category : Select One ▼

Name : Description :

Order : Select One ▼

Fields : Select One ▼

CTQ : Select One ▼

SubmitReset



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FIG. 18

Modify Field Attributes

FileEditViewFavoritesToolsHelp

Address:

BackForwardStopReloadHome

SearchPreviousHistoryMenuFind

Change PasswordLog Out

YAK

▶ User Profiles

▼ Templates

▶ Create

▼ Modify

Template Definitions

Template Tables

Field Order

Validations

Select Box Details

Field Categories

Field Attributes

Metric Targets

Copy Template Definition

▶ Reporting Periods

Upload Help File

View Attachments

▶ Entities

▶ Reports

Metrics Entry

Modify Field Attributes

Select Details

Metrics Package

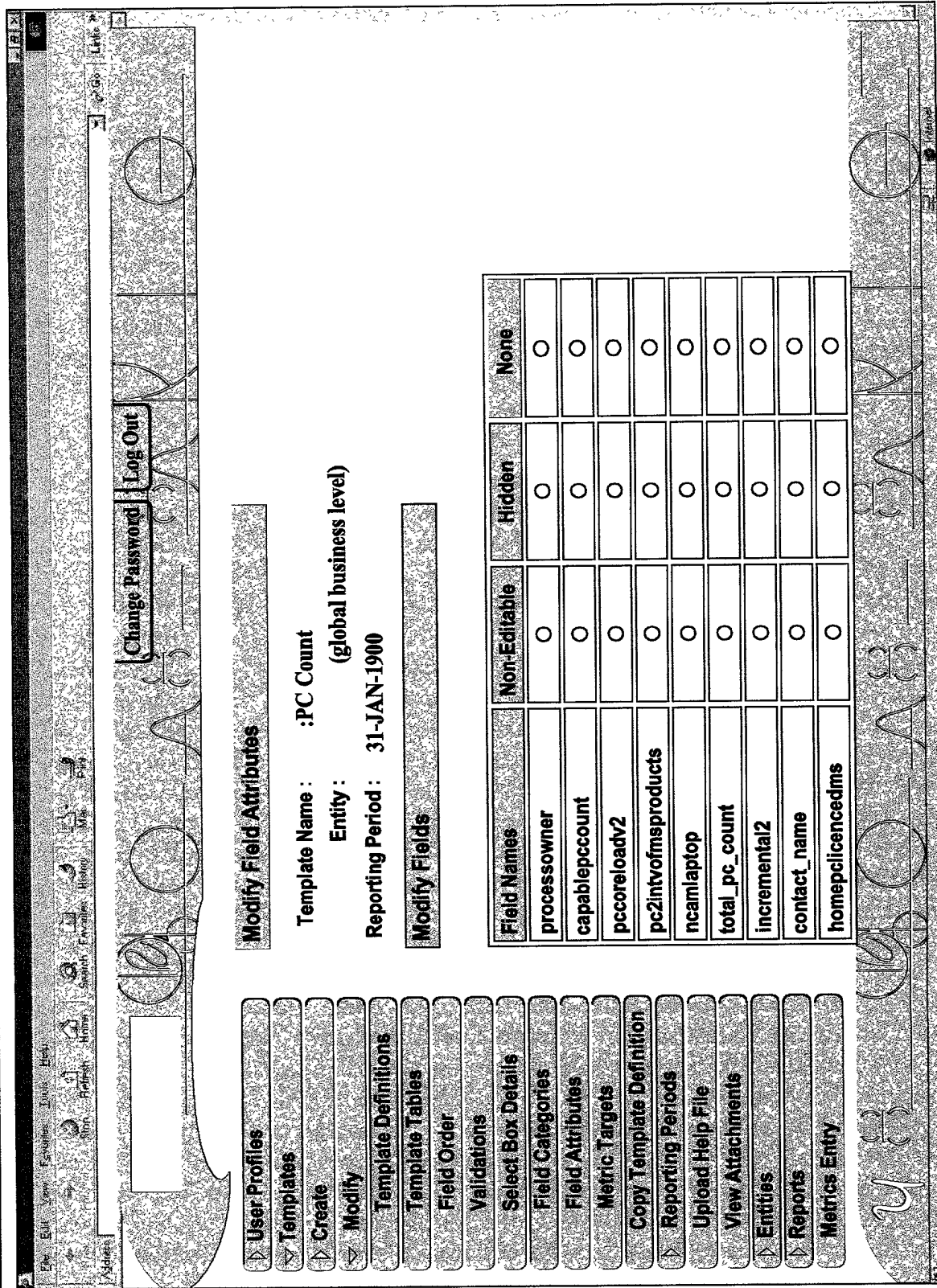
Entity

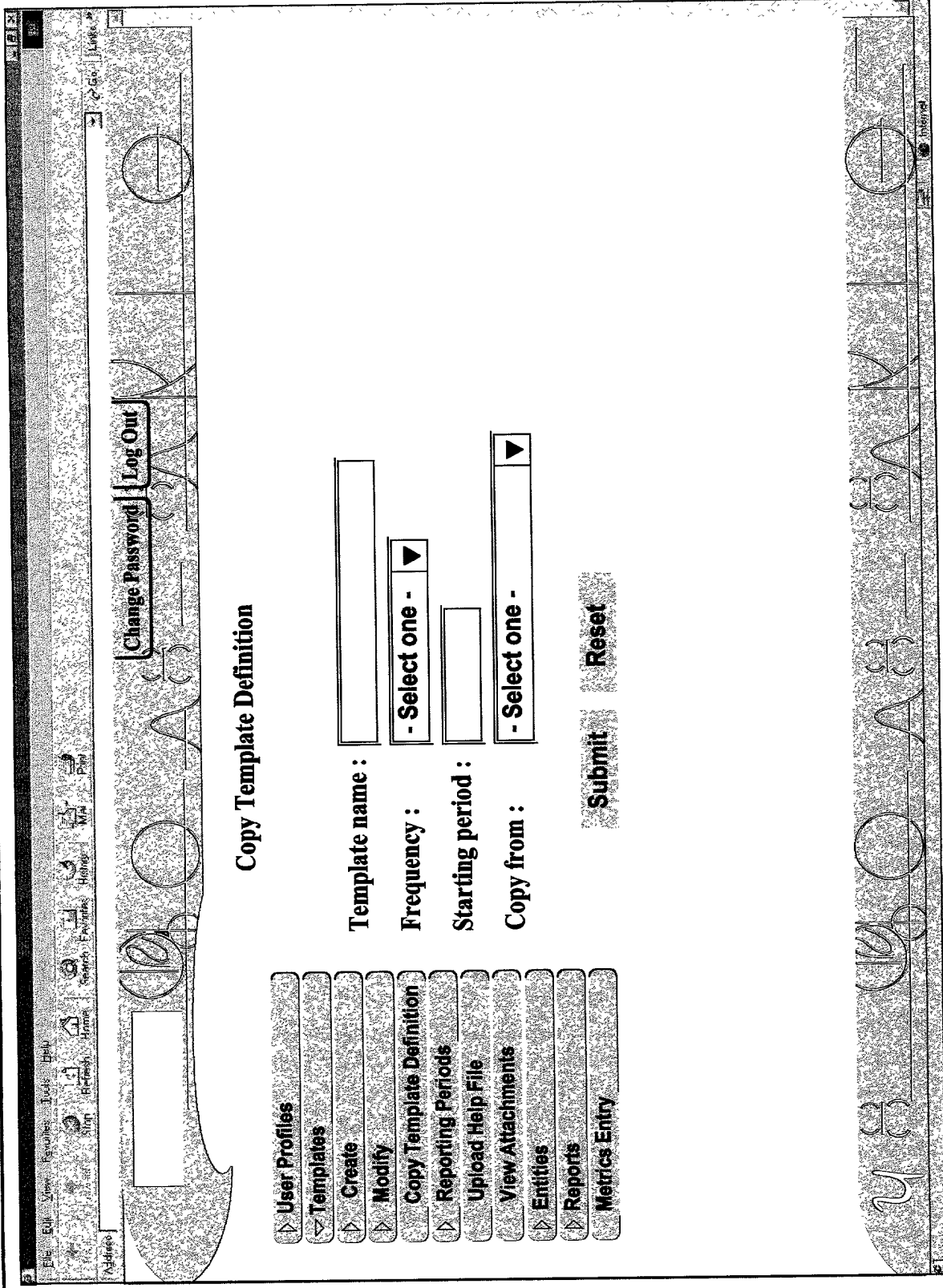
Reporting year

Reporting Periods

SubmitReset

YAK

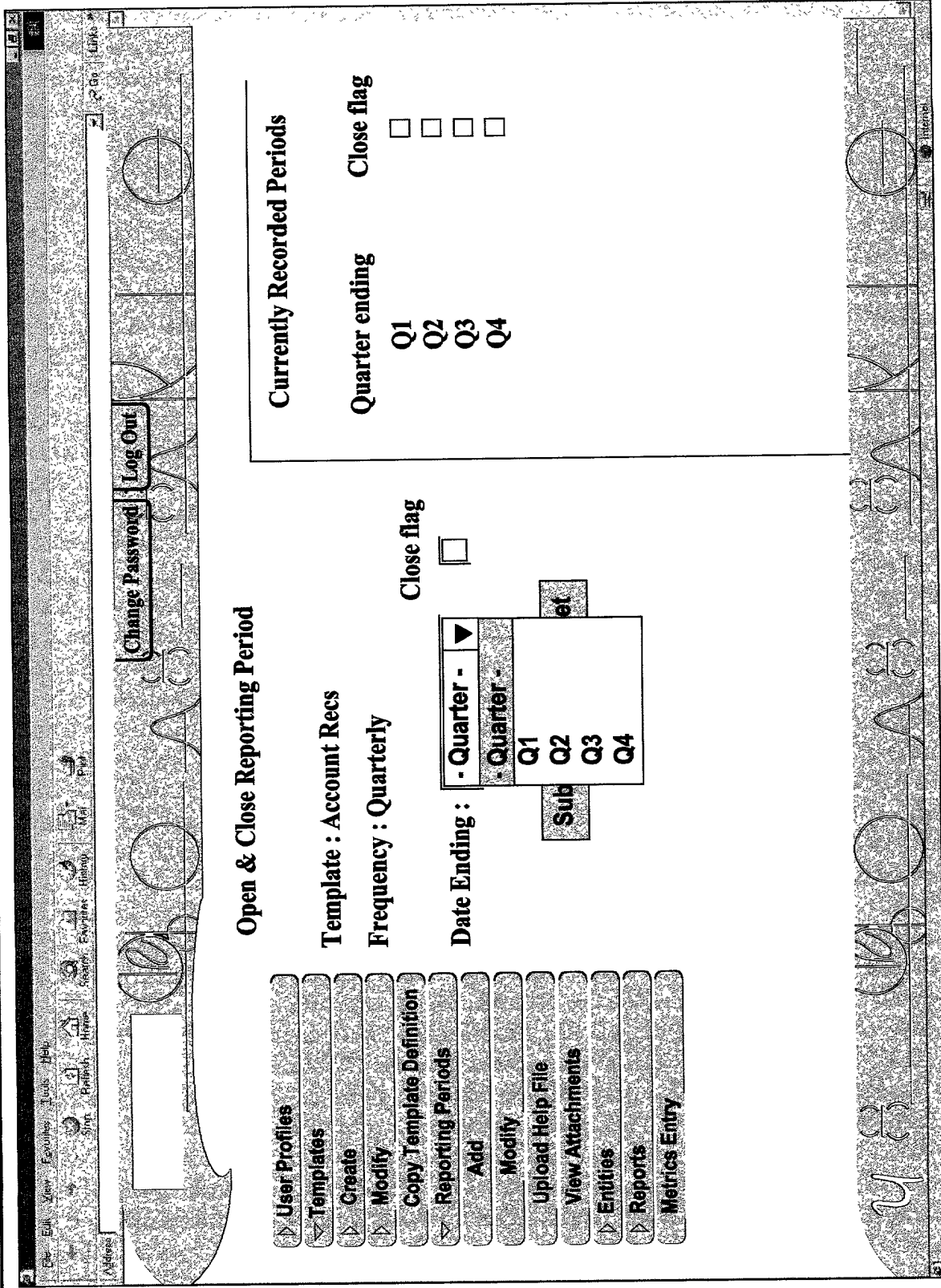






# Reporting Periods

FIG. 21



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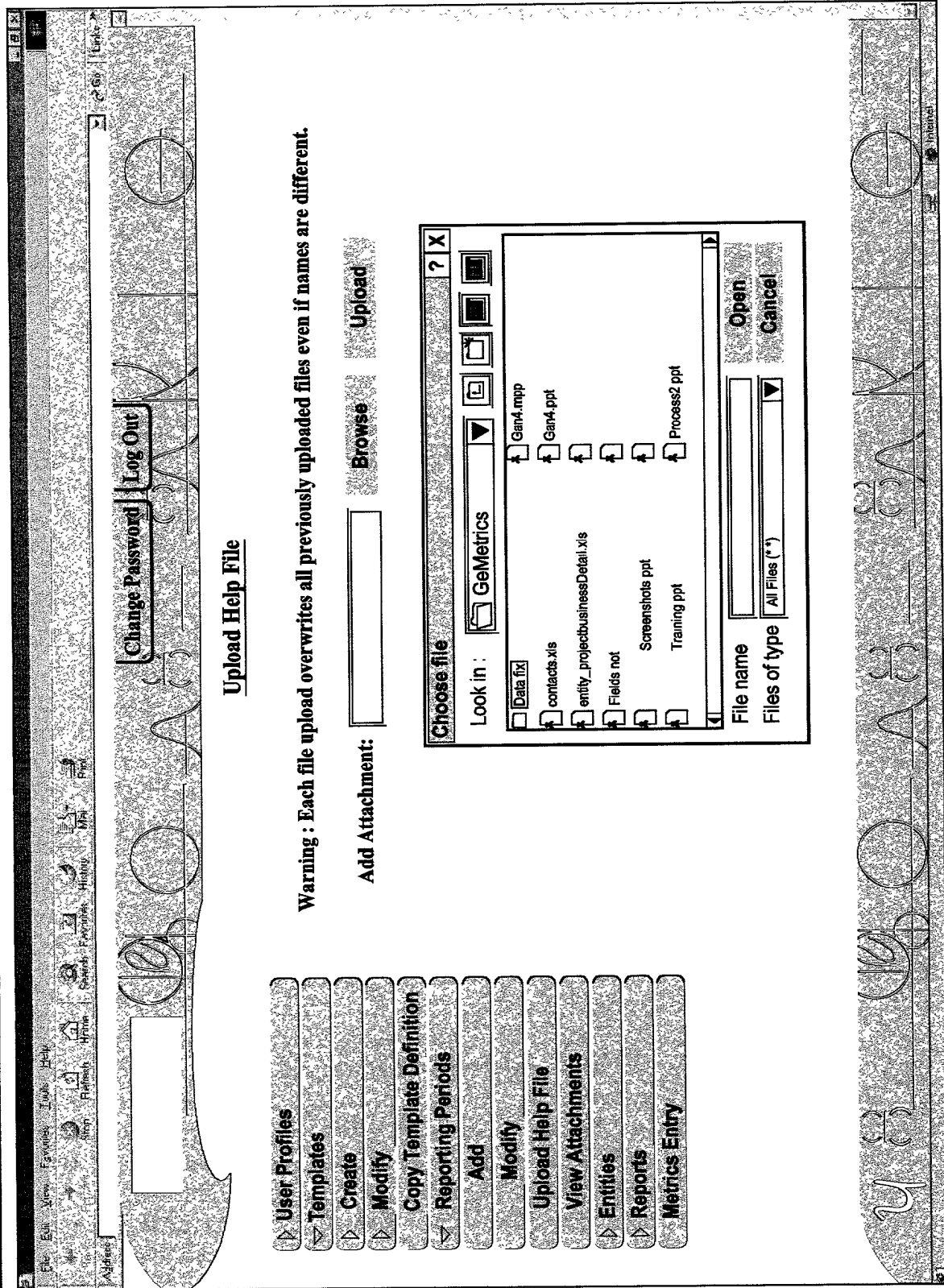


FIG. 23

View Uploaded Files

File Edit View Favorites Tools Help

Address

Go Back Forward Stop Reload Home Search Favorites History Mail Print

Change Password Log Out

XXXXXXXXXX

View Files

Select File

Metrics Package

Entity

Reporting Period

File

Submit

Reset

User Profiles

Templates

Create

Modify

Copy Template Definition

Reporting Periods

Add

Modify

Upload Help File

View Attachments

Entities

Reports

Metrics Entry

Example:

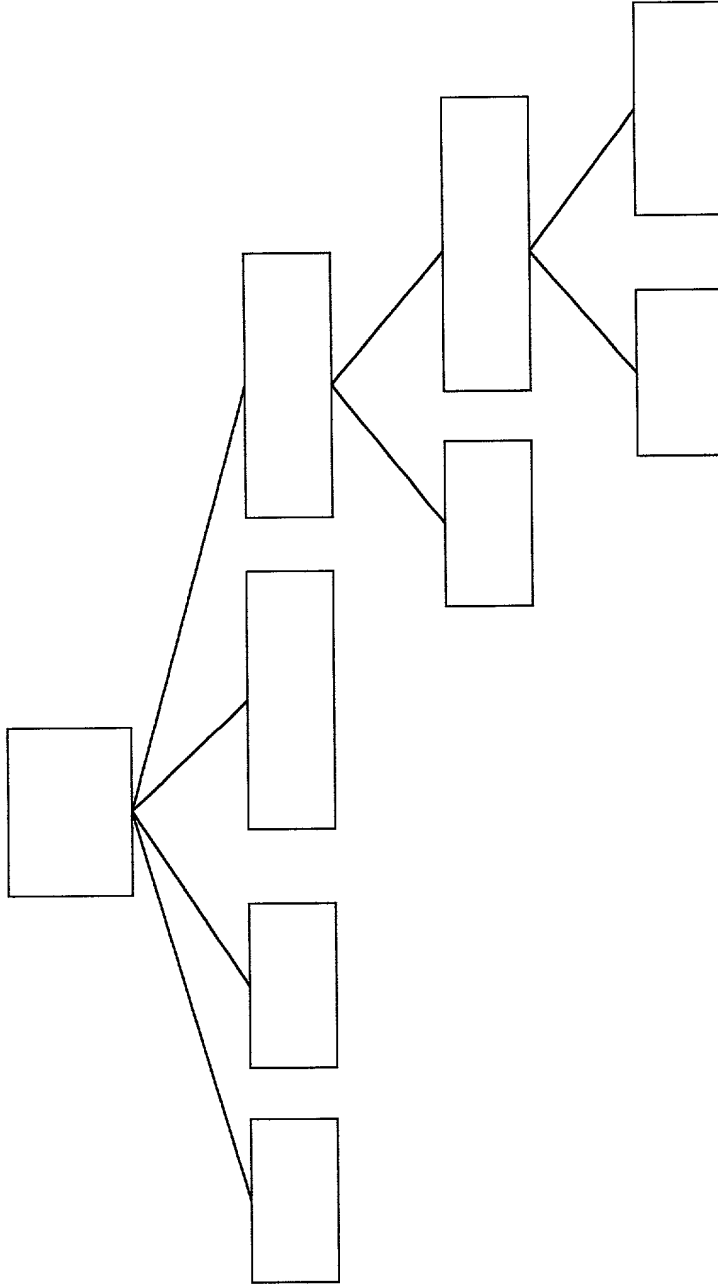


FIG. 25

Creating new Entities

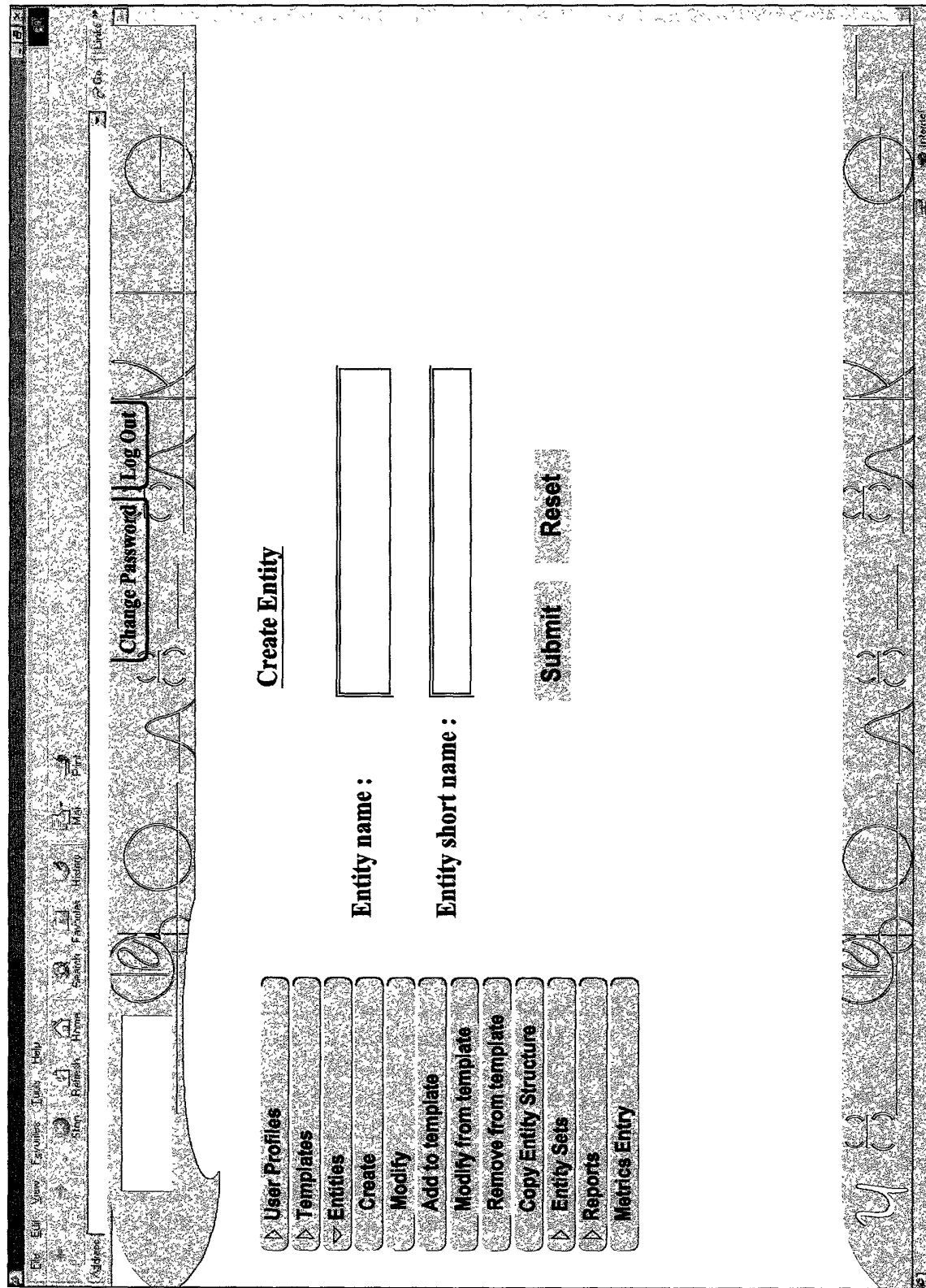


FIG. 26

Adding Entities to the Template

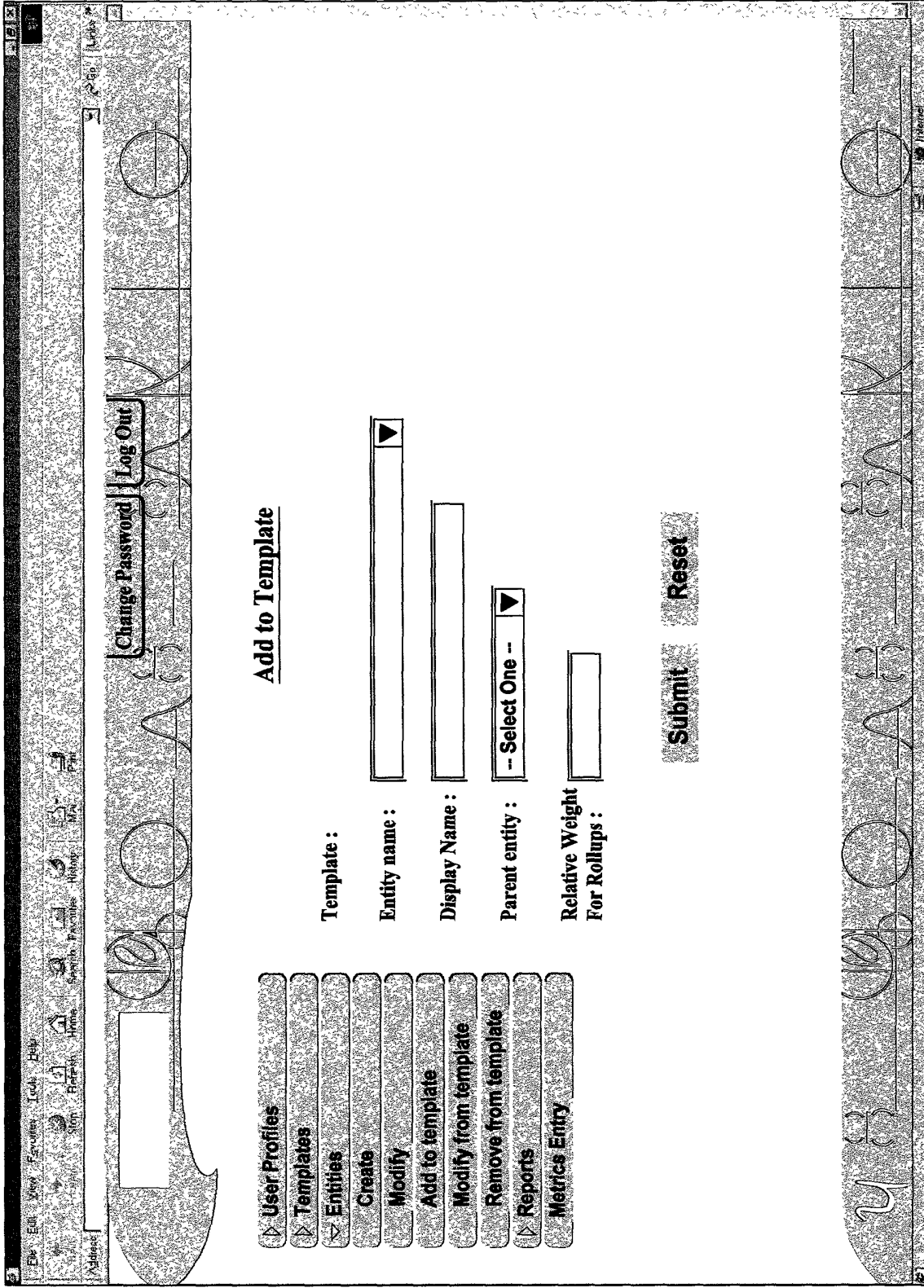


FIG. 27

Modify from Template

FileEditViewFavoritesToolsHelp

Address

HomeBackForwardStopPrint

SearchFavoritesHistory

Go

Change Password

Log Out

User Profiles

Templates

Entities

Create

Modify

Add to template

Modify from template

Remove from template

Copy Entity Structure

Entity Sets

Reports

Metrics Entry

Template :

Entity :

Parent Entity :

Display Name :

Relative Weight  
For Rollups :

1

Submit

Reset

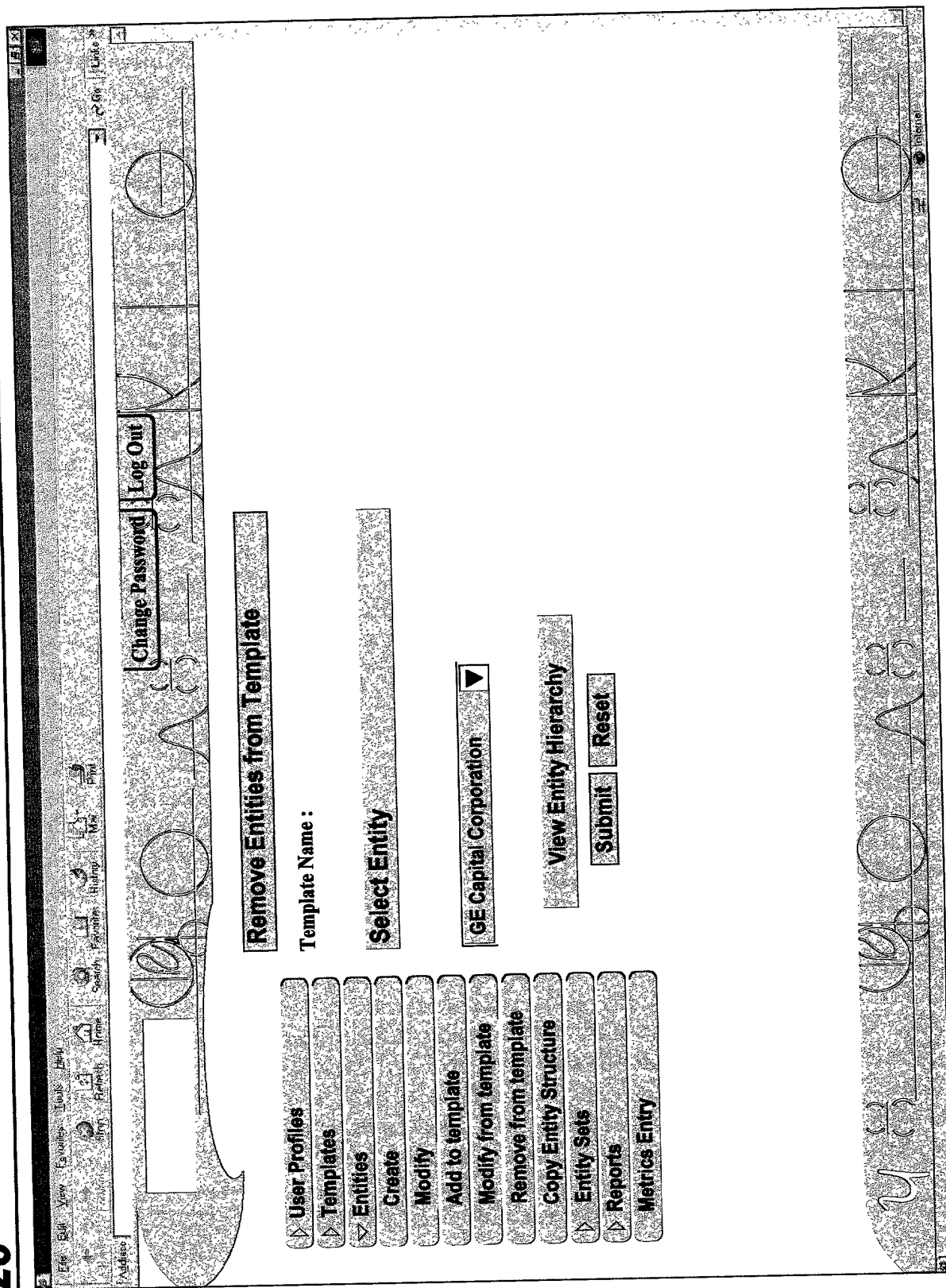
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FIG. 28

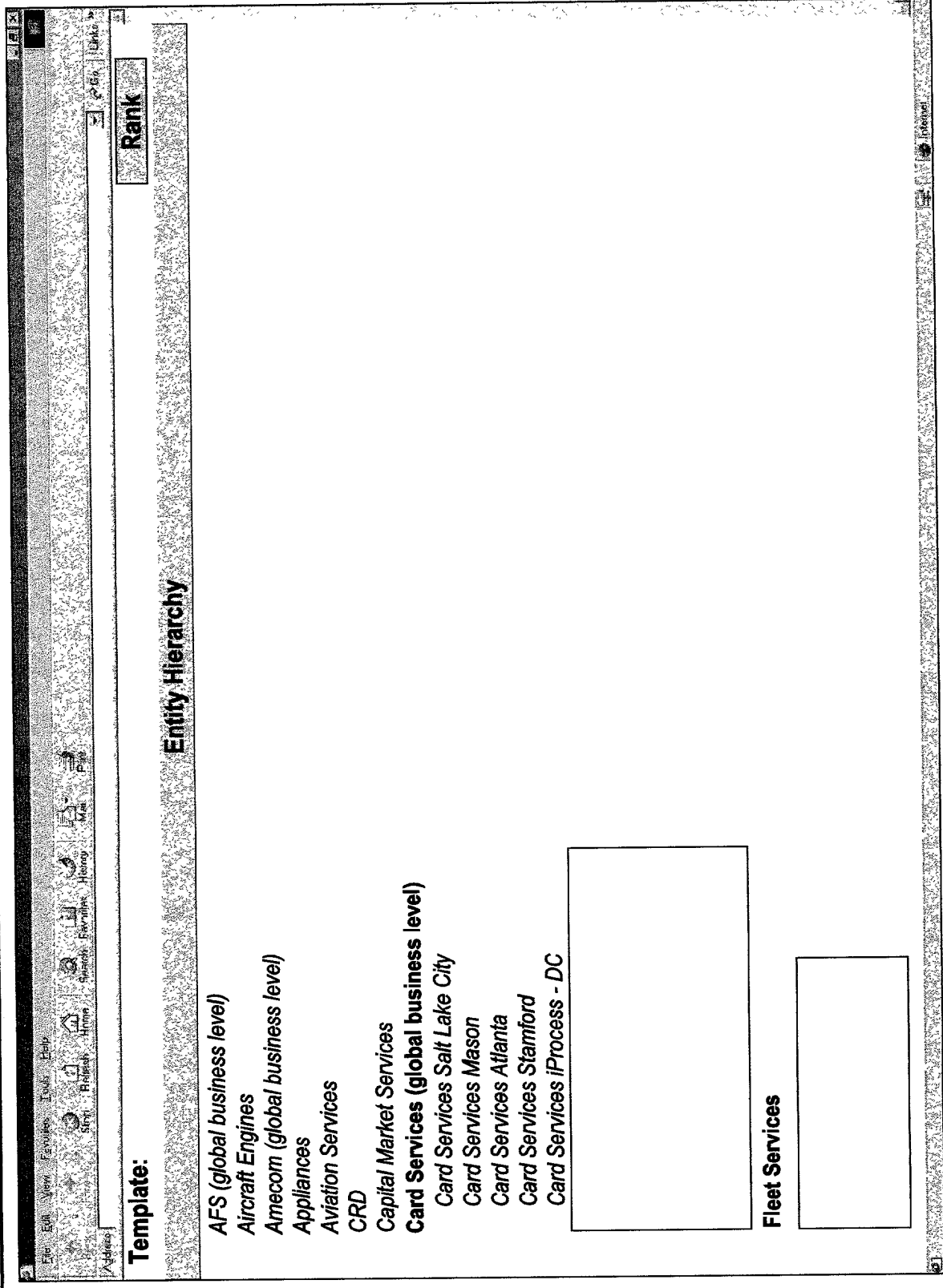
Remove from Template





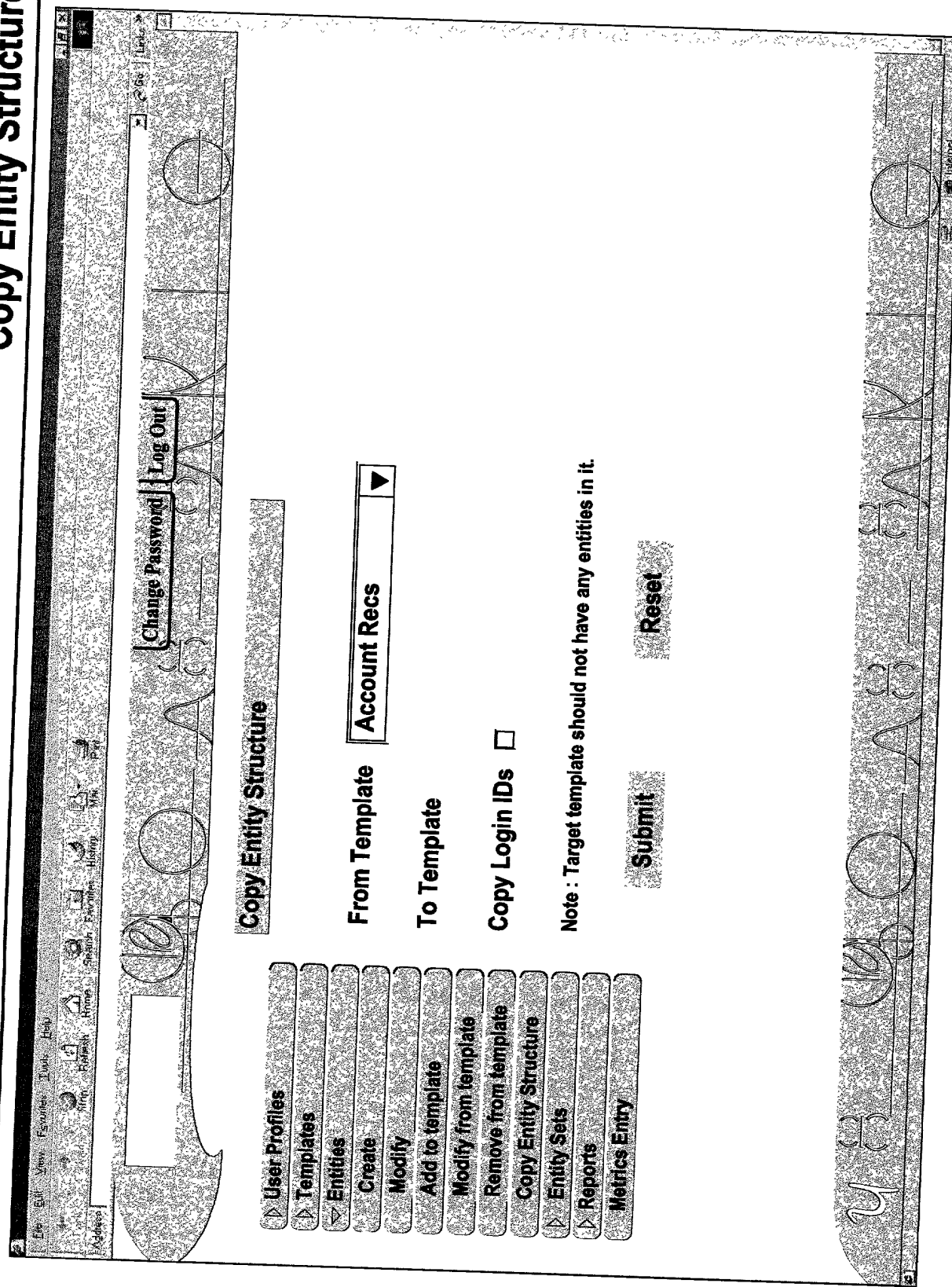
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**FIG. 29** **View Entity Hierarchy**



**FIG. 30**

# Copy Entity Structure



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FIG. 31

Creating Users

File Edit View Favorites Tools Help

Address

Search Favorites History My Pin

Change Password Log Out

User Profiles

**Create User**

Modify User

Grant access to templates

Grant access to entities

Reset Password

Templates

Entities

Reports

Metrics Entry

Login id :

First name :

Last name :

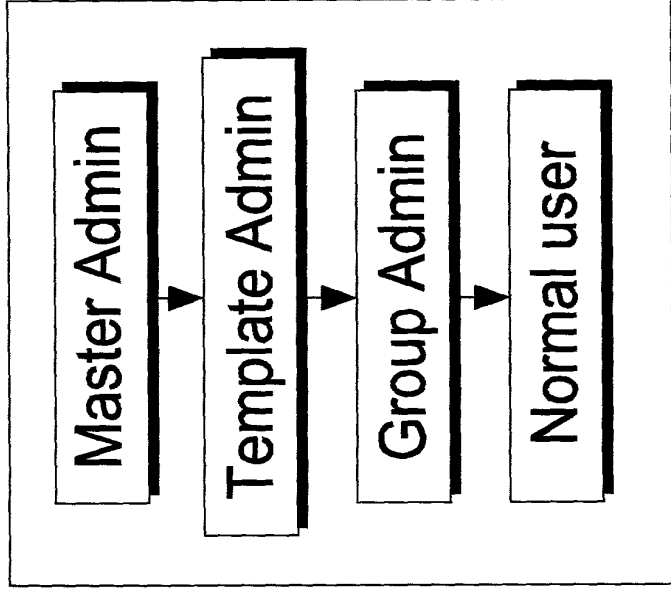
Telephone :

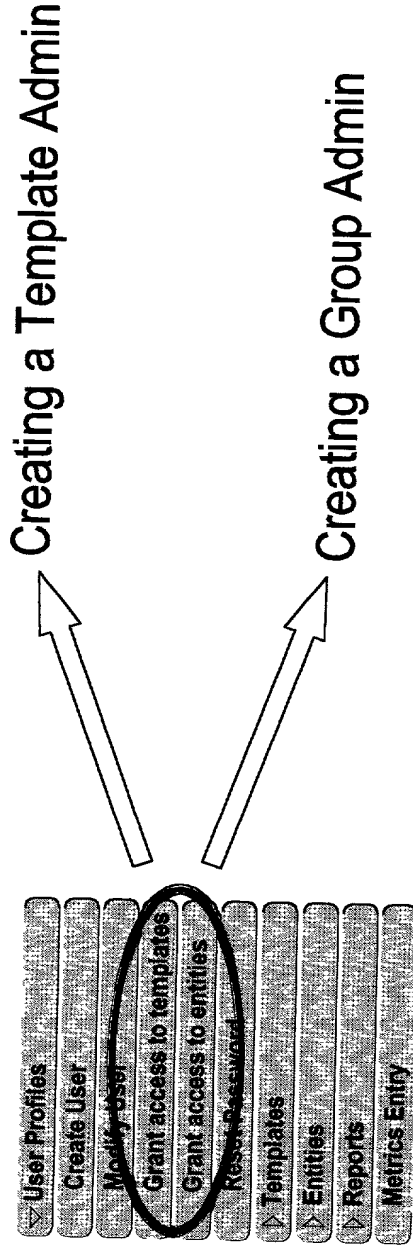
E-mail :

User Type :

Notes :

-- Select One --





### Template Admin:

- Select the Template for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the level of access they should have
- Submit

### Group Admin:

- Select the Template that contains the group for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the Group that they represent
- Submit
- Select view only or modify privileges

FIG. 34

Metrics Entry

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Change Password | Log Out

Metrics Entry

Select Metrics Package

Metrics Package - Select One -

Reporting Entity - Select One -

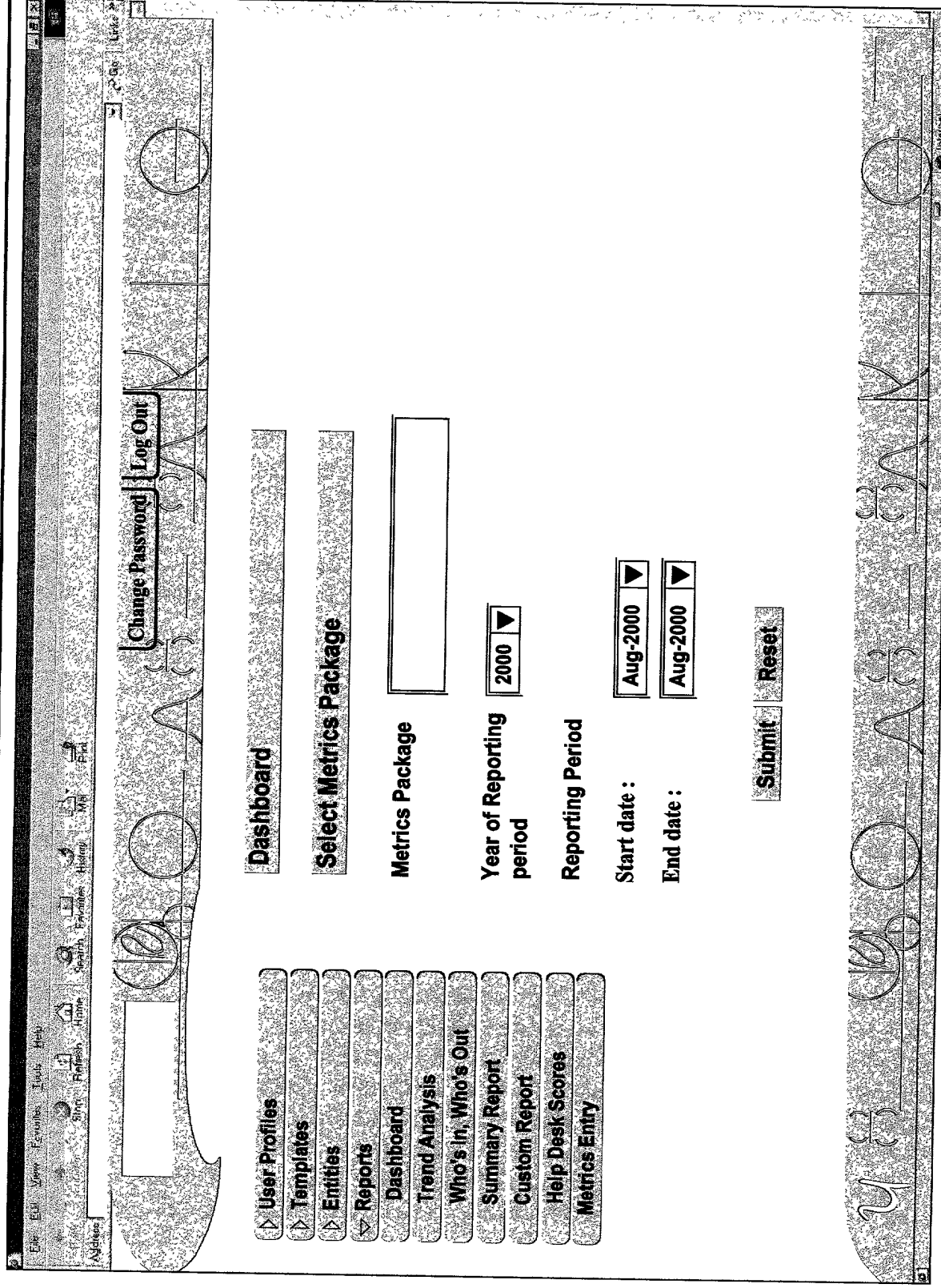
Entry for Date Ending - Select One -

Submit Reset

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FIG. 35

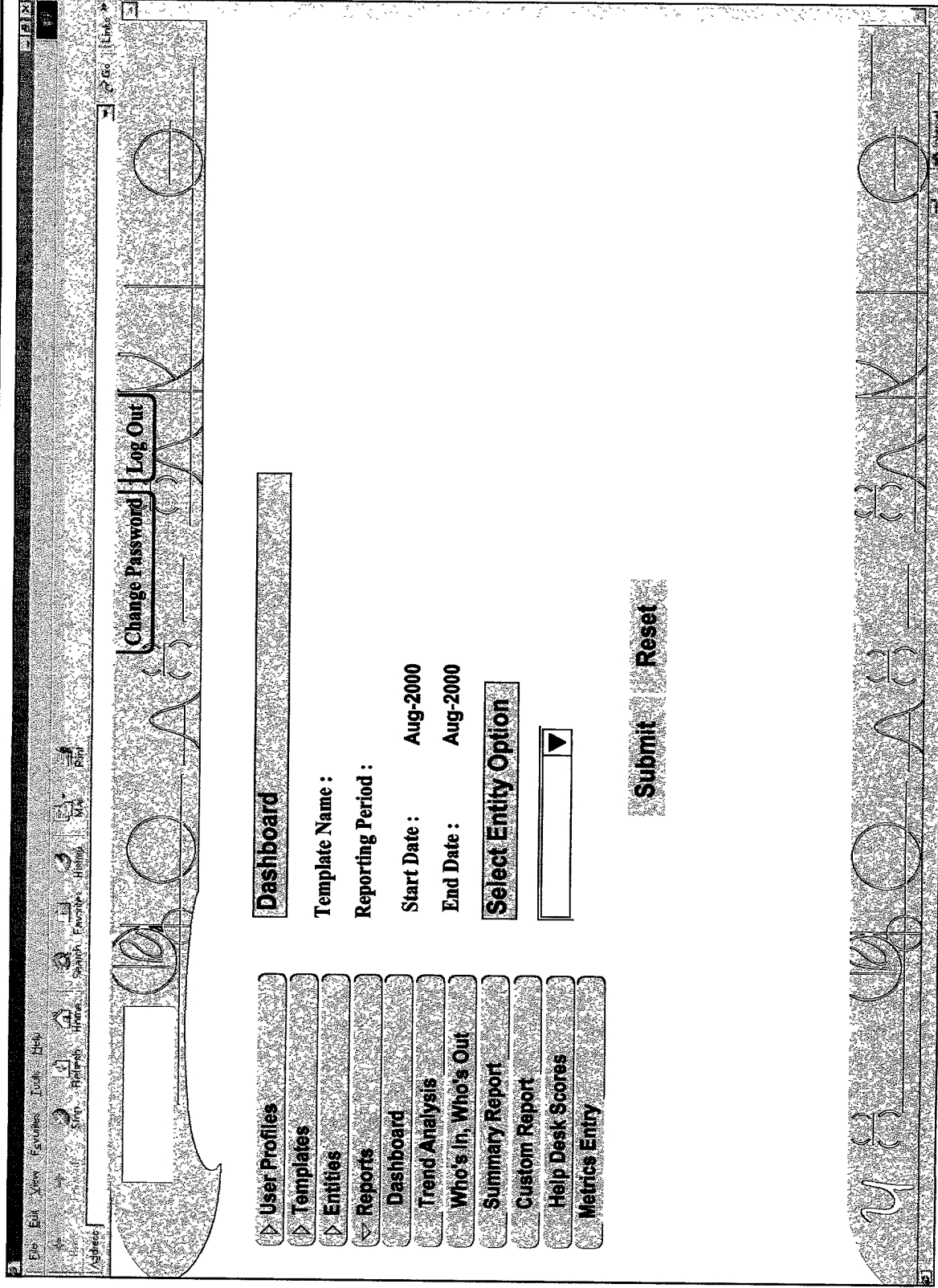
Dashboards



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FIG. 36

Dashboard

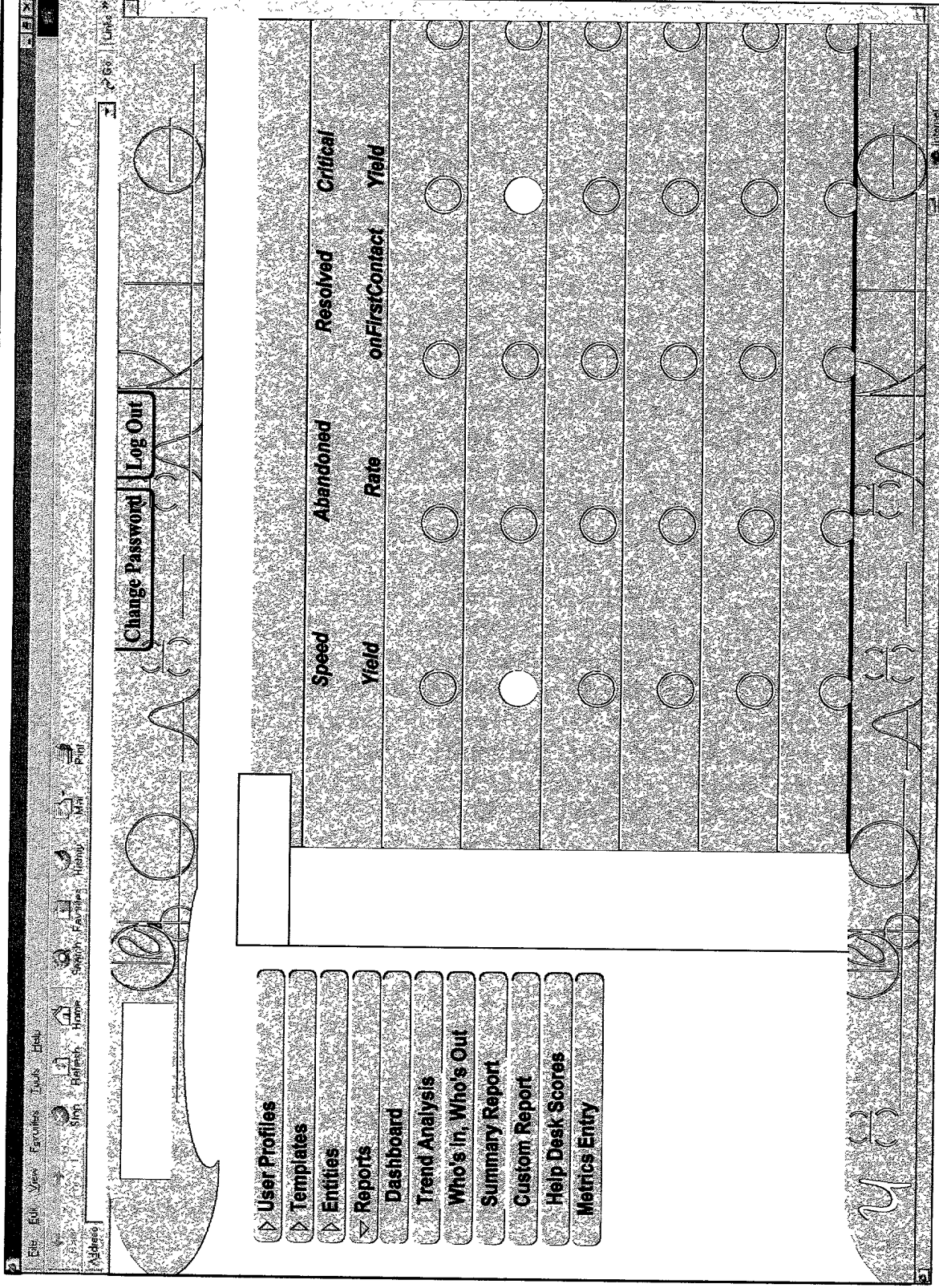


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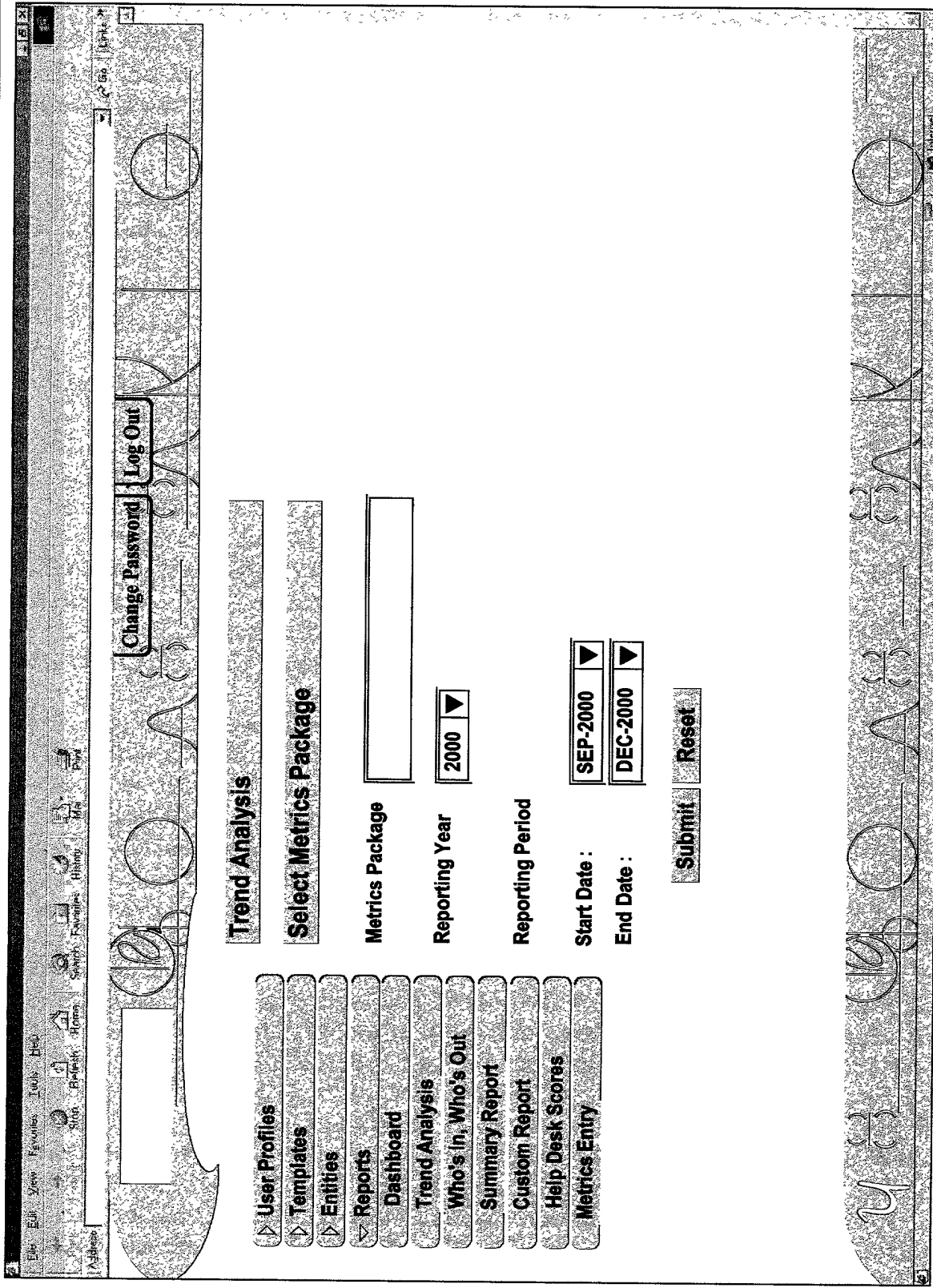


FIG. 37

Dashboard



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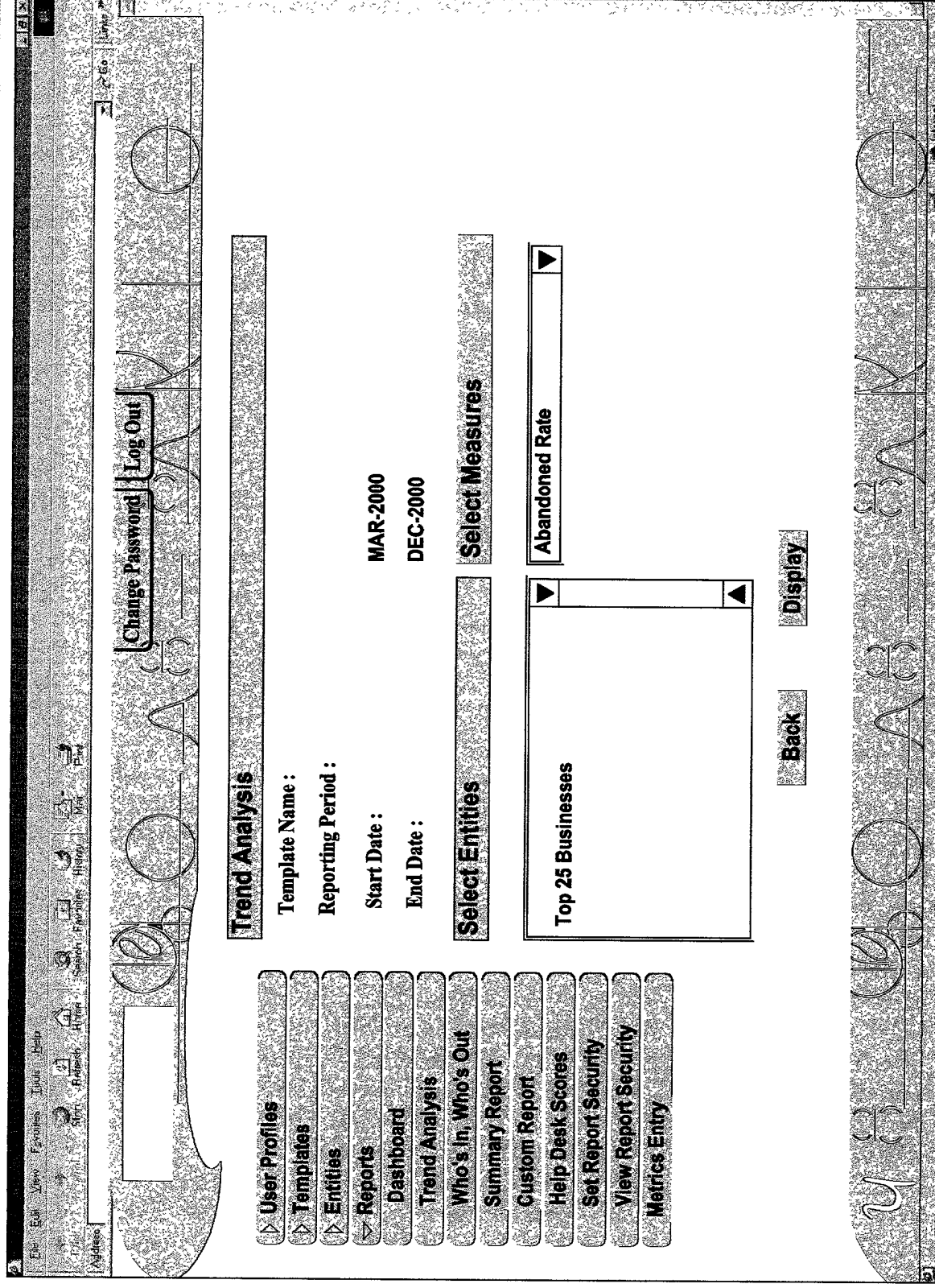
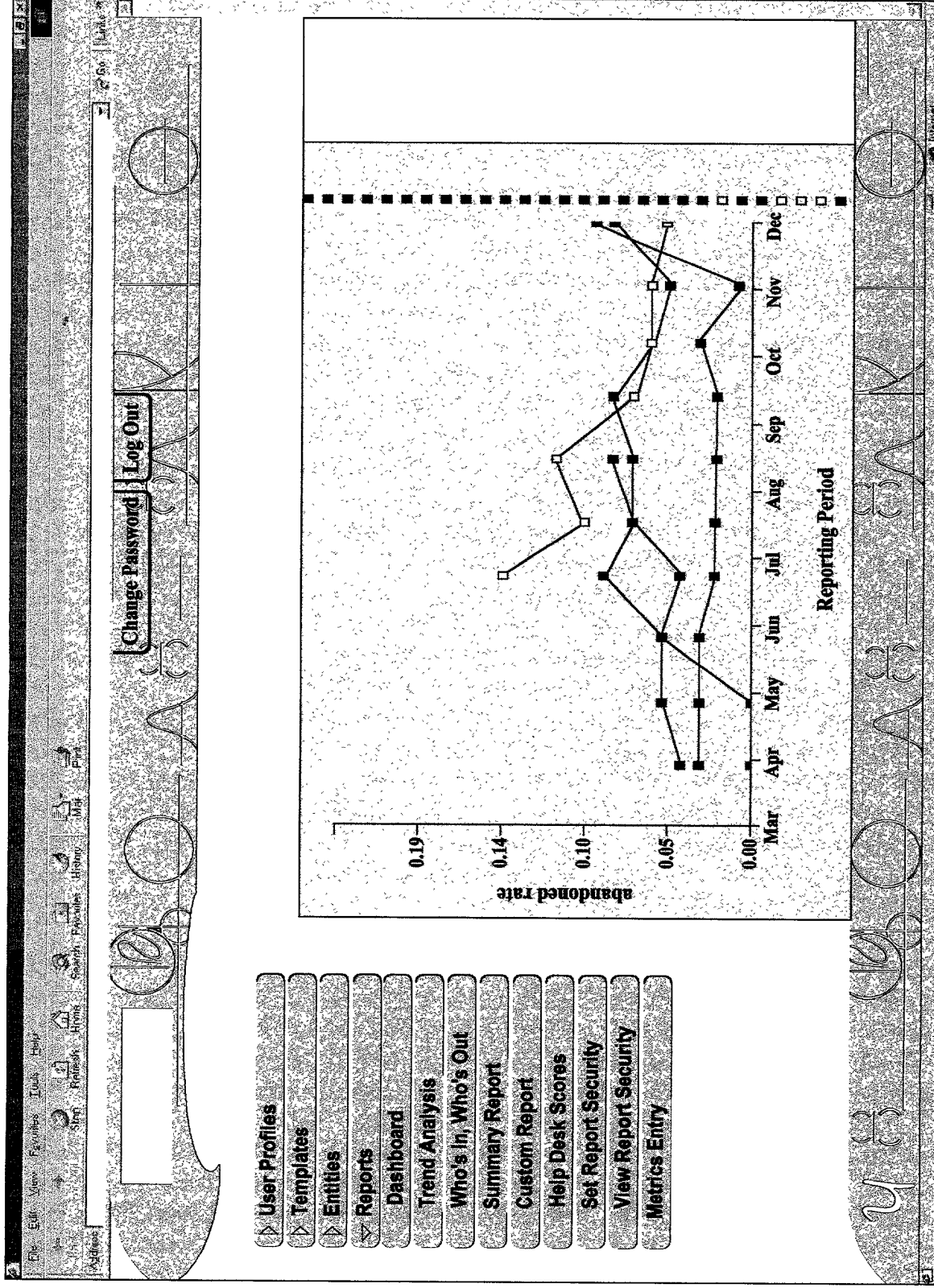


FIG. 40

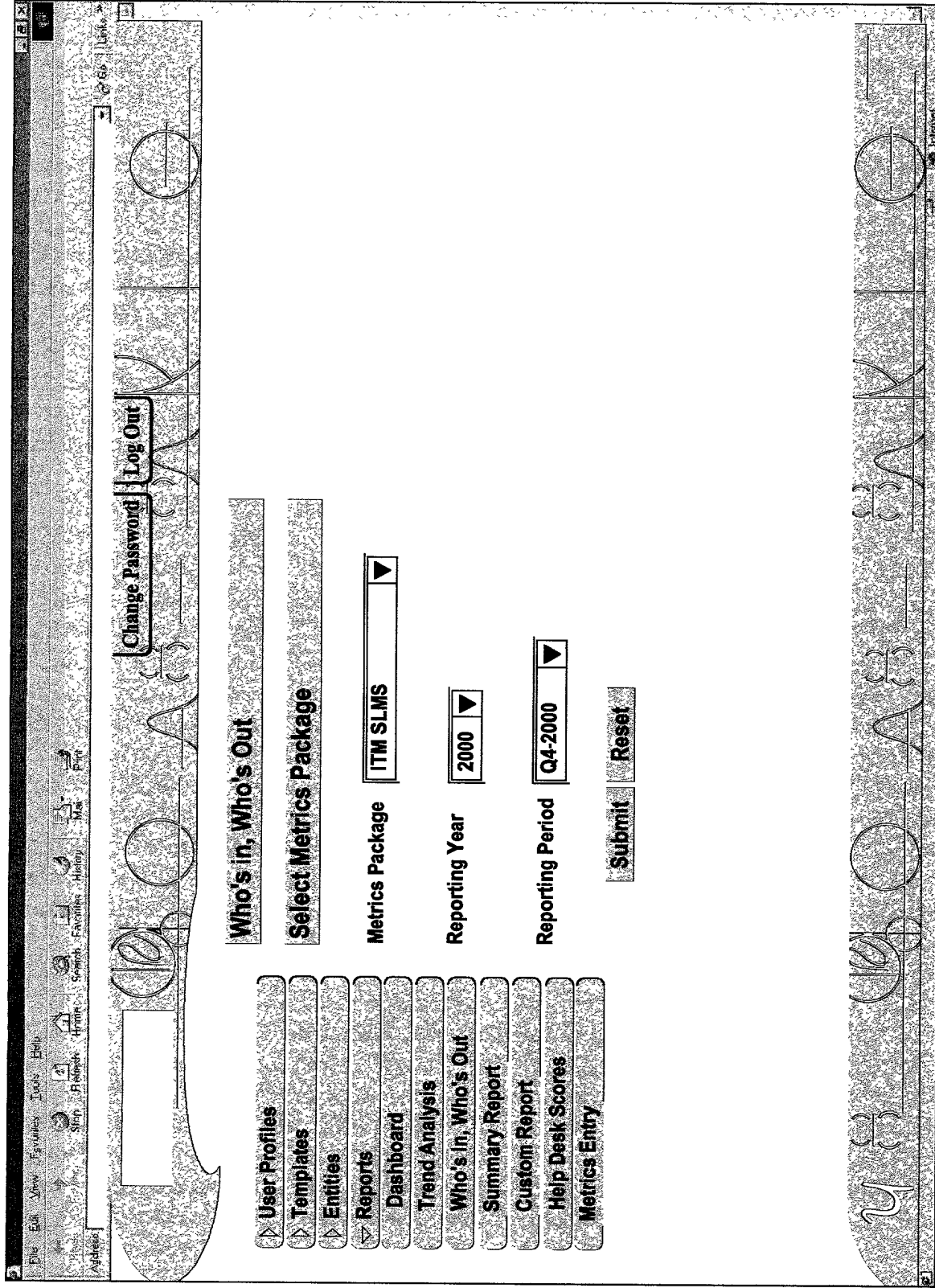
Trend Analysis (part 2)



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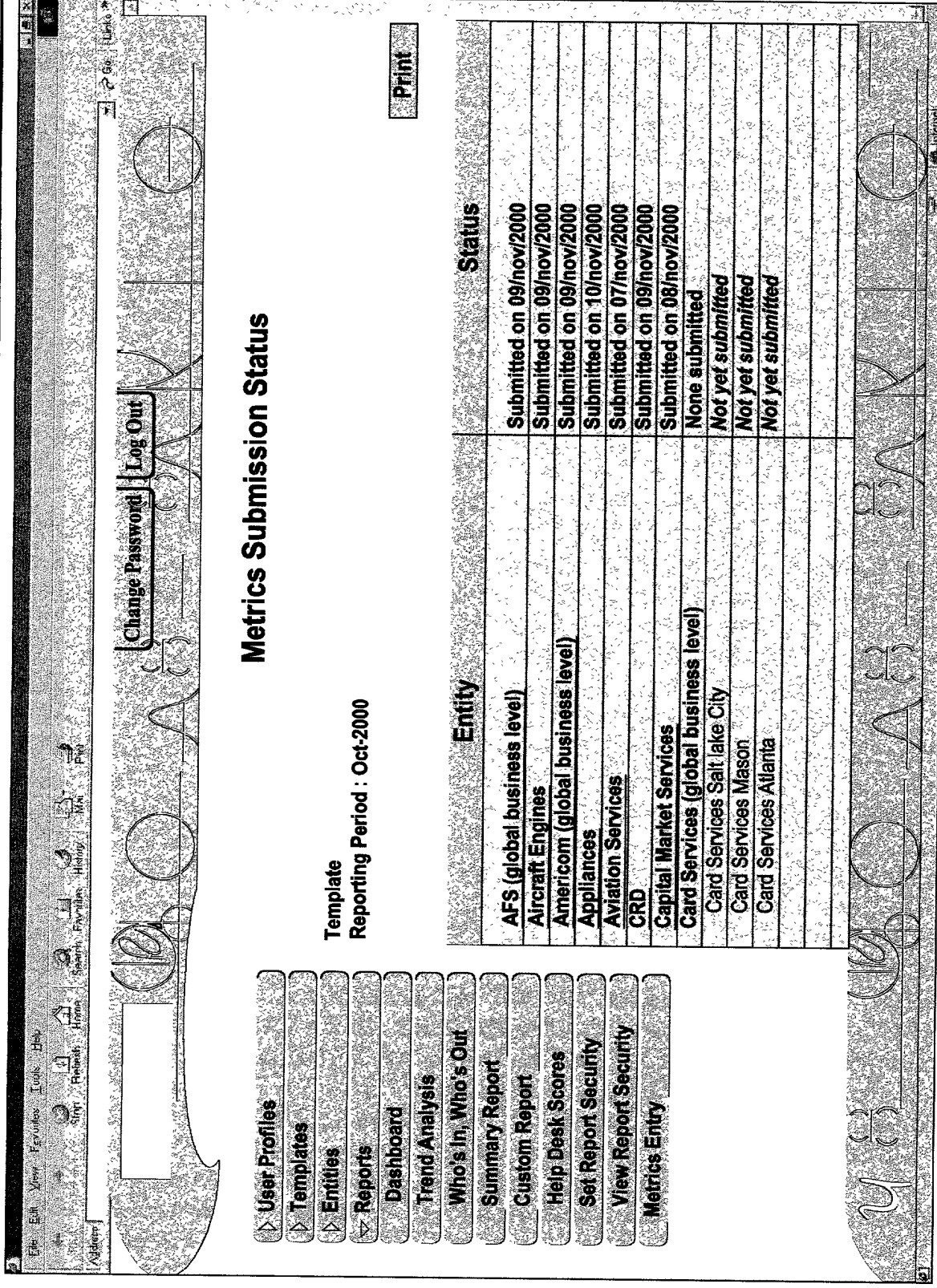
FIG. 41

Who's in Who's out?

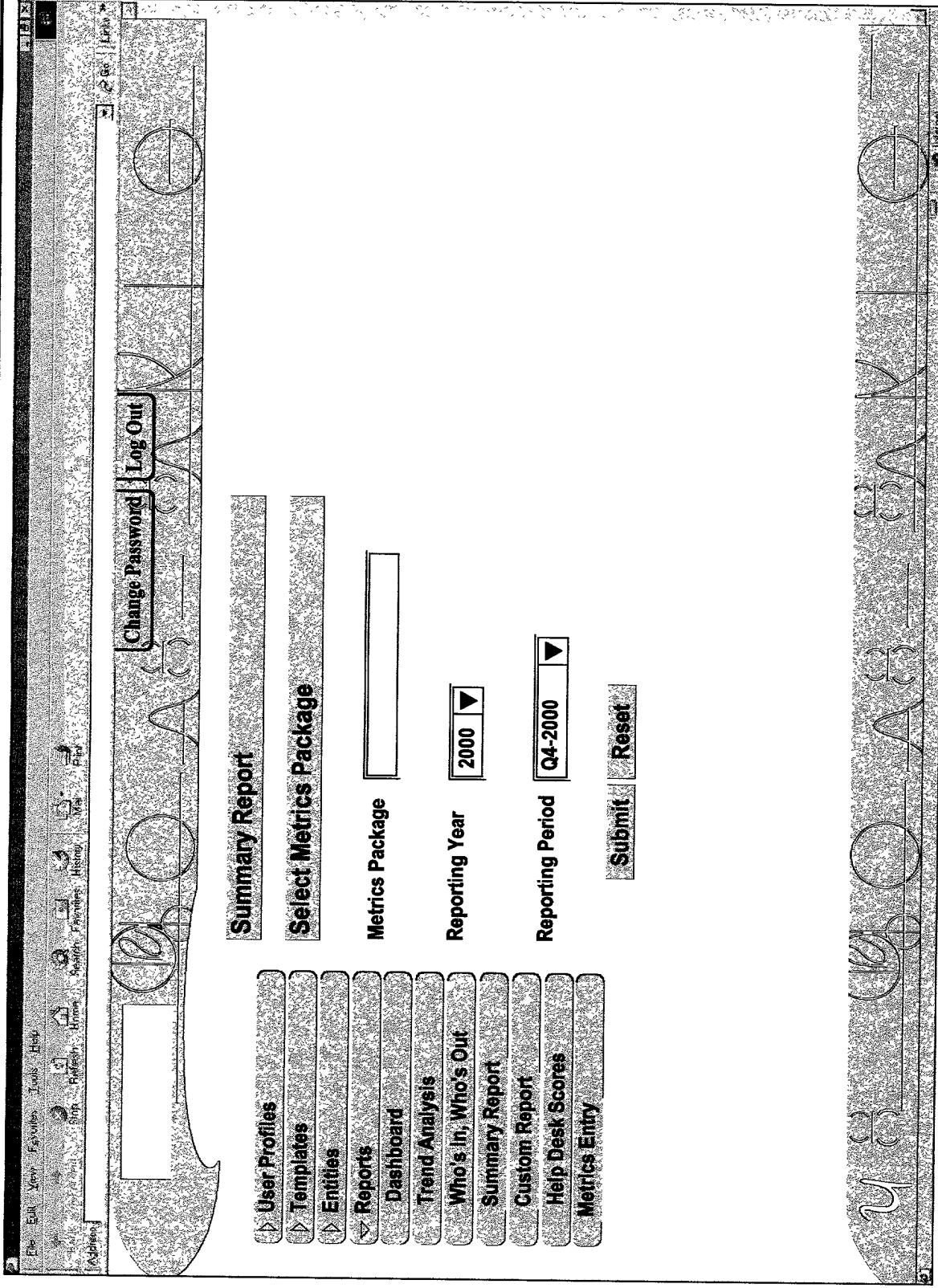


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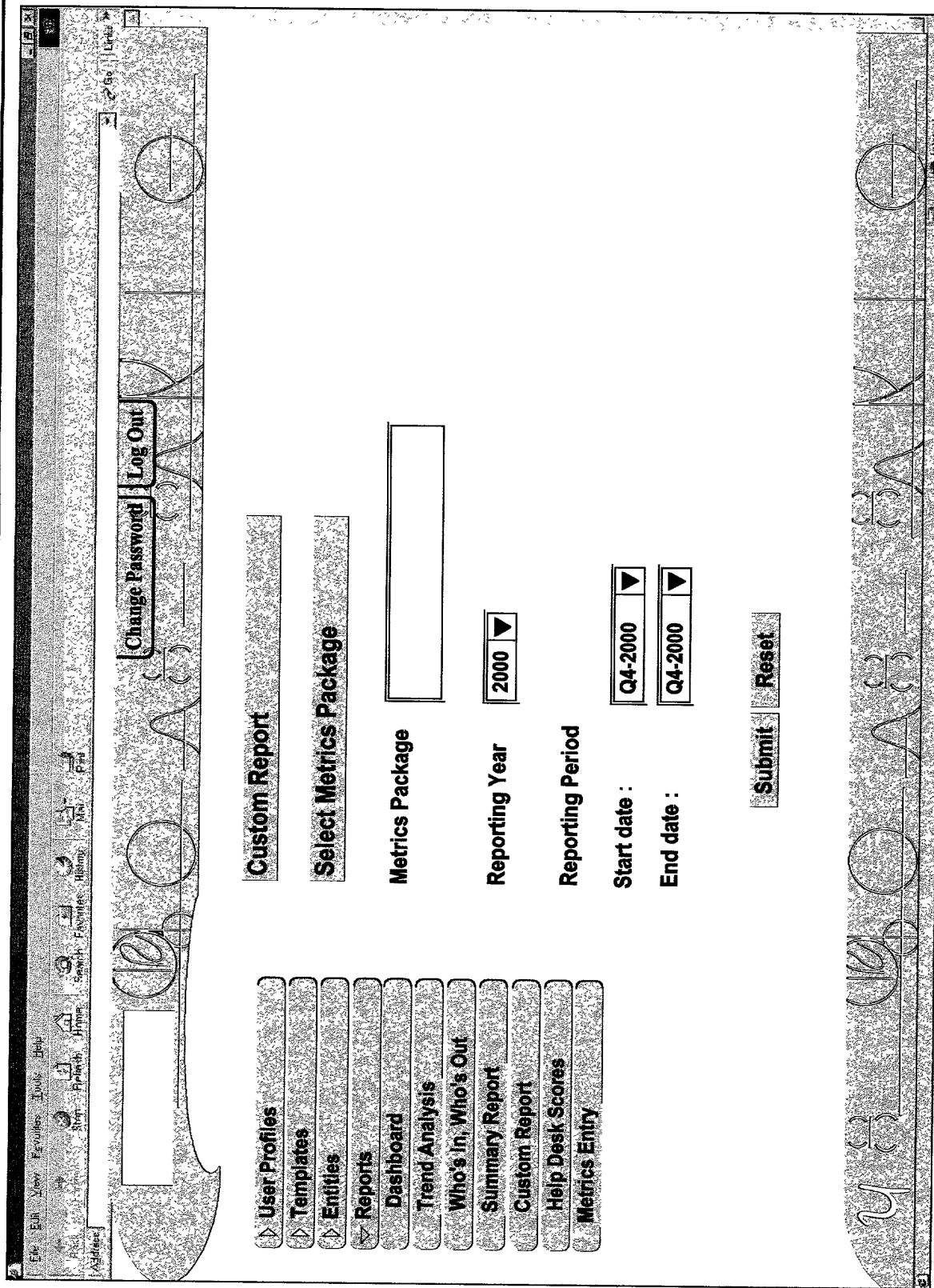












**Table 1.** Demographic characteristics of study population

	N (%)
Age group (years)	
<60	78 (9.2)
60-69	102 (12.0)
70-79	118 (13.9)
≥80	192 (22.7)
Total	490 (57.8)
Gender	
Male	232 (27.5)
Female	258 (30.3)
Total	490 (57.8)
Ethnicity	
White	202 (23.9)
African American	102 (12.0)
Hispanic	118 (13.9)
Other	168 (19.7)
Total	490 (57.8)
Marital status	
Married	232 (27.5)
Single	102 (12.0)
Widowed	118 (13.9)
Divorced	138 (16.2)
Total	490 (57.8)
Education level	
High school or less	102 (12.0)
Some college	118 (13.9)
Bachelor's degree	138 (16.2)
Master's degree	138 (16.2)
PhD	102 (12.0)
Total	490 (57.8)
Income level	
<\$10,000	102 (12.0)
\$10,000-\$19,999	118 (13.9)
\$20,000-\$29,999	138 (16.2)
\$30,000-\$39,999	138 (16.2)
\$40,000-\$49,999	102 (12.0)
\$50,000-\$59,999	102 (12.0)
\$60,000-\$69,999	102 (12.0)
\$70,000-\$79,999	102 (12.0)
\$80,000-\$89,999	102 (12.0)
\$90,000-\$99,999	102 (12.0)
\$100,000+	102 (12.0)
Total	490 (57.8)

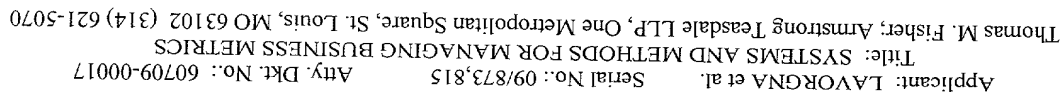
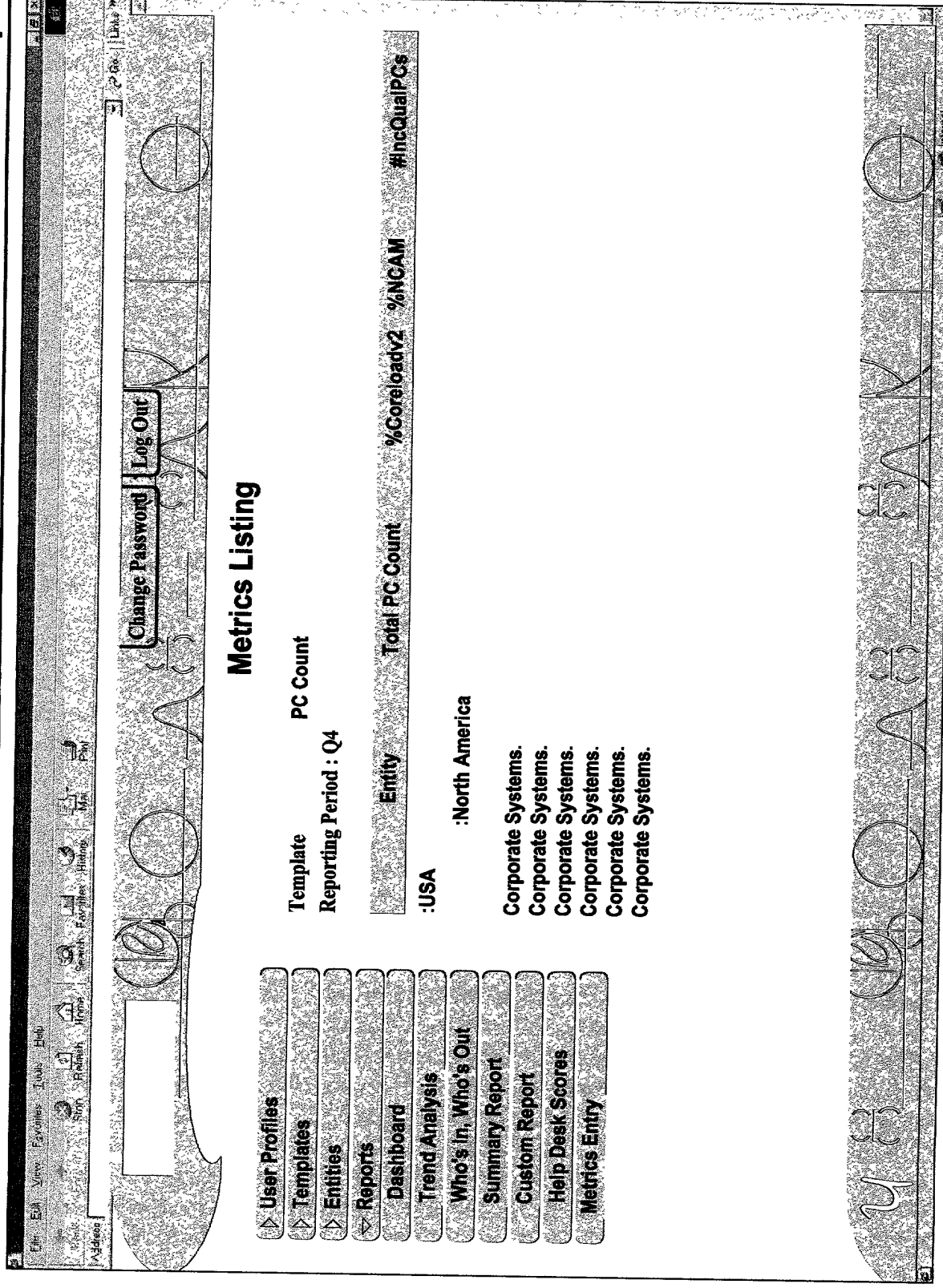


FIG. 47

Custom Report



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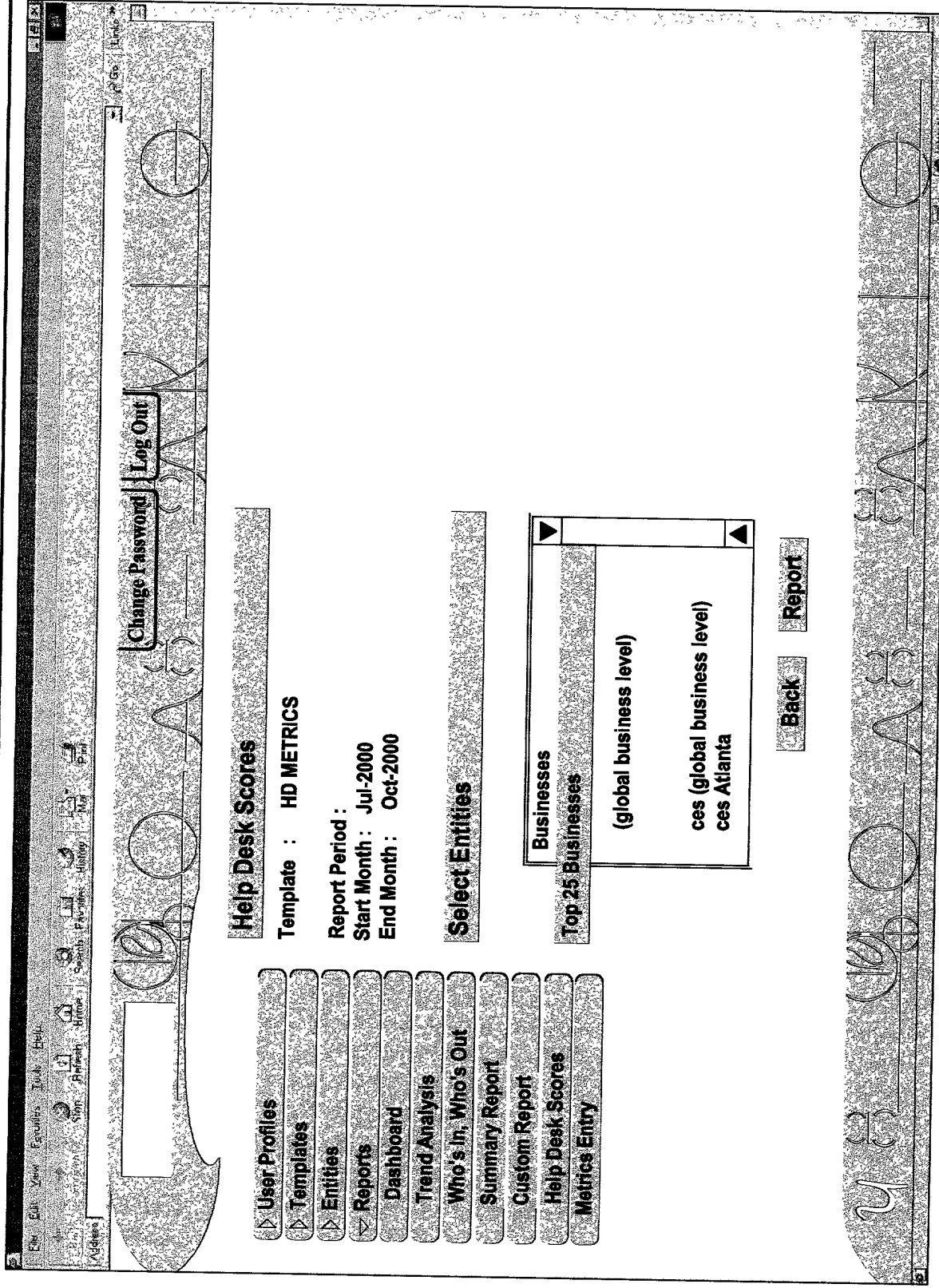
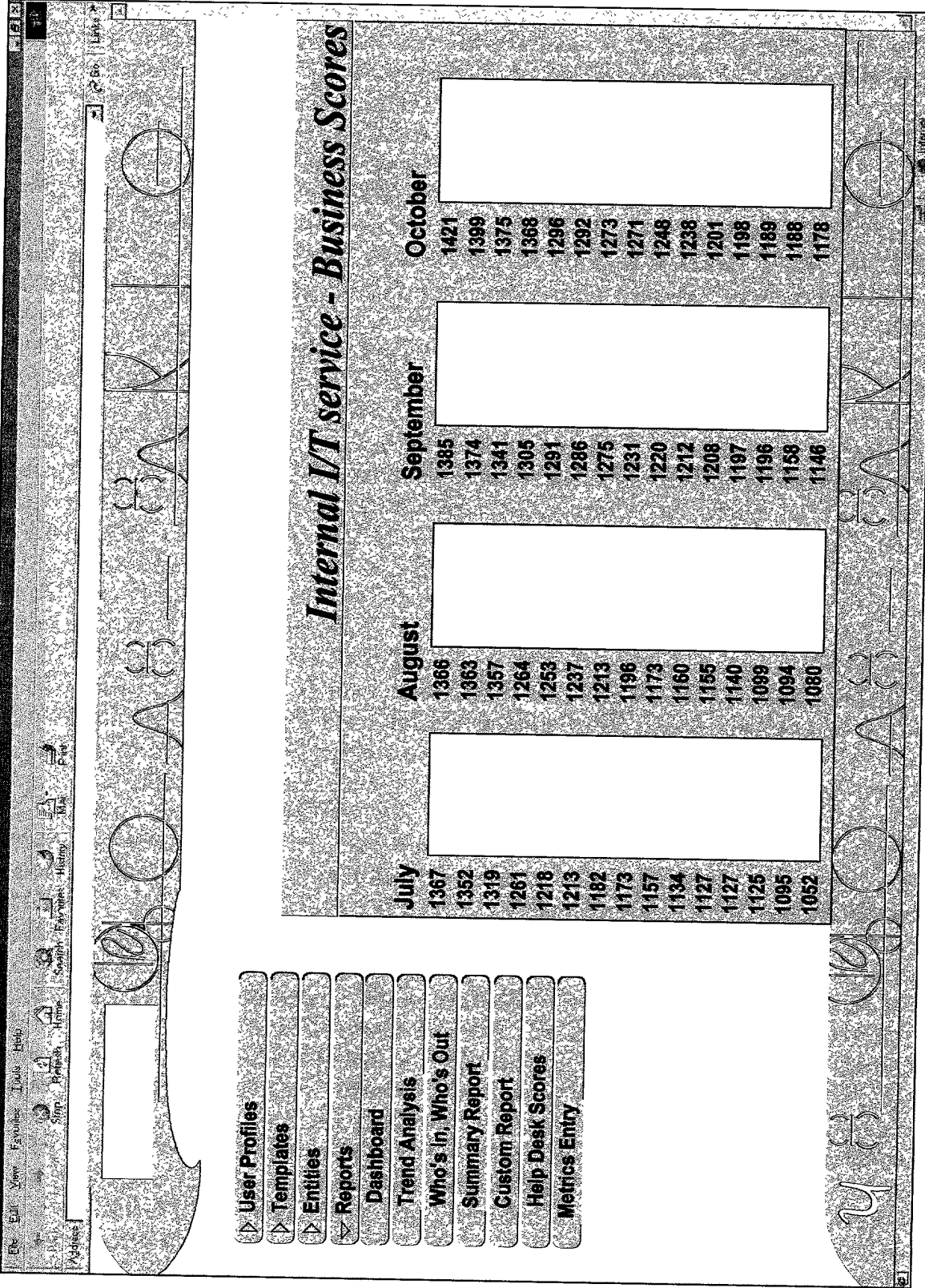


FIG. 50

Help Desk Scores



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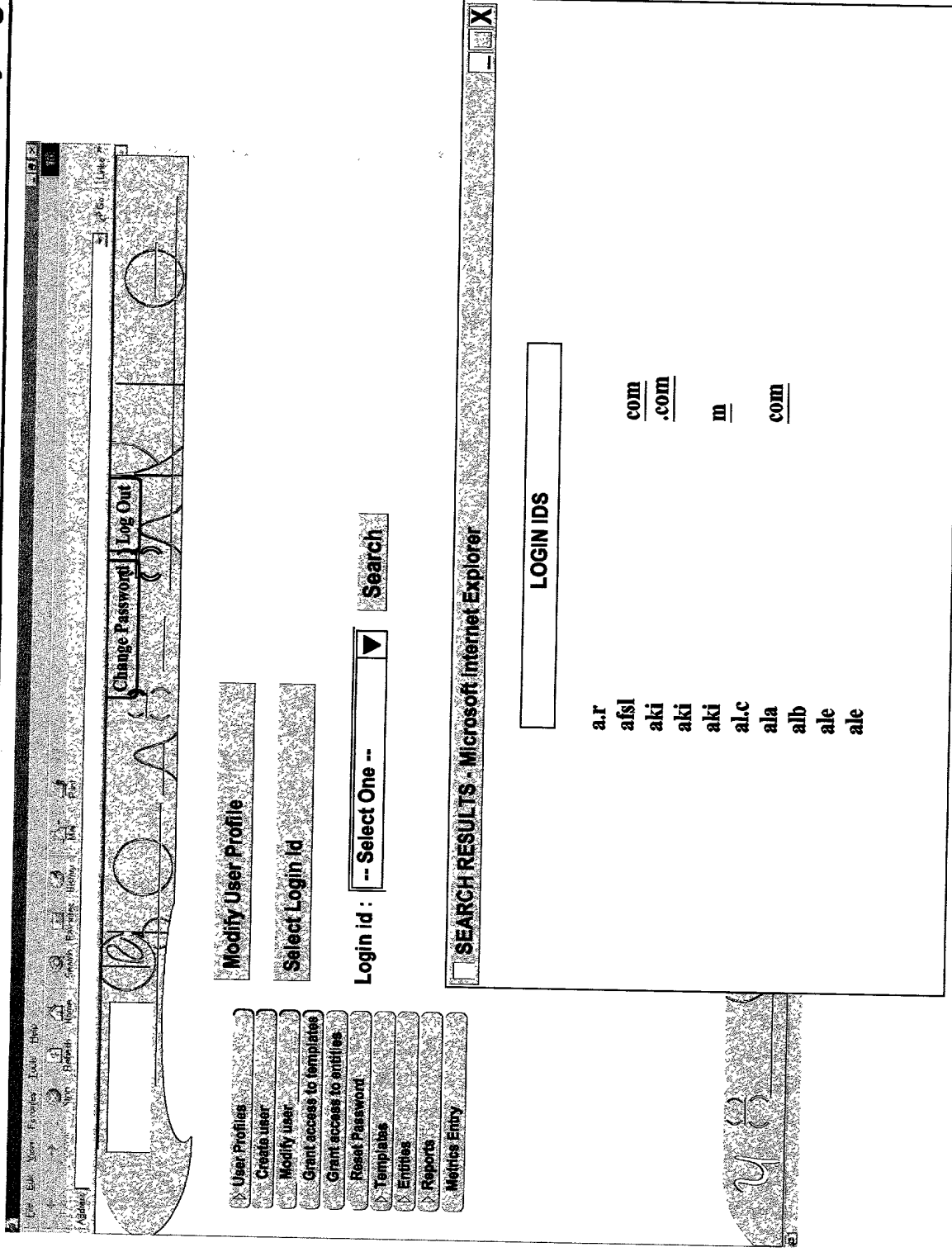


FIG. 53

Viewing Reports

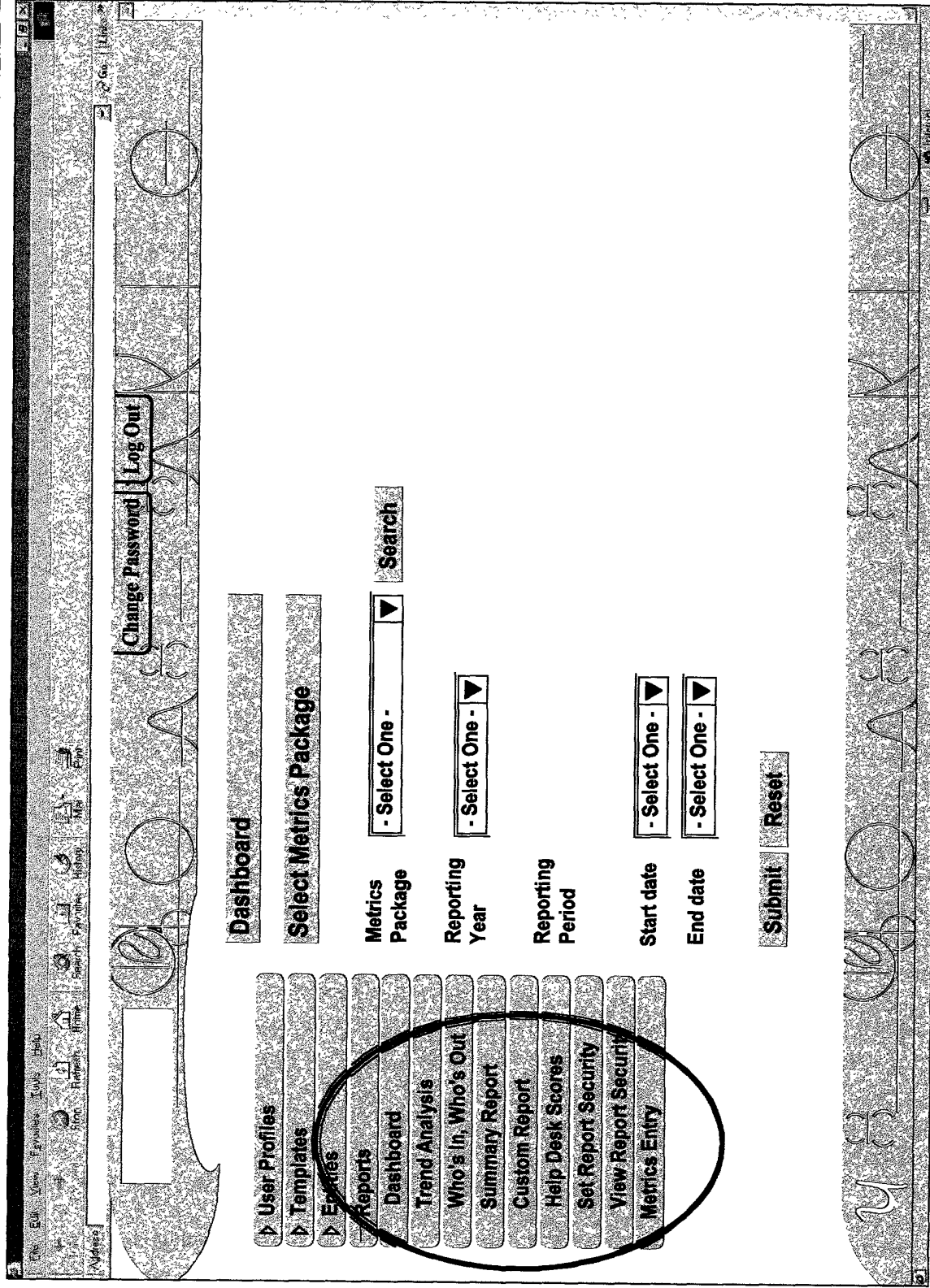
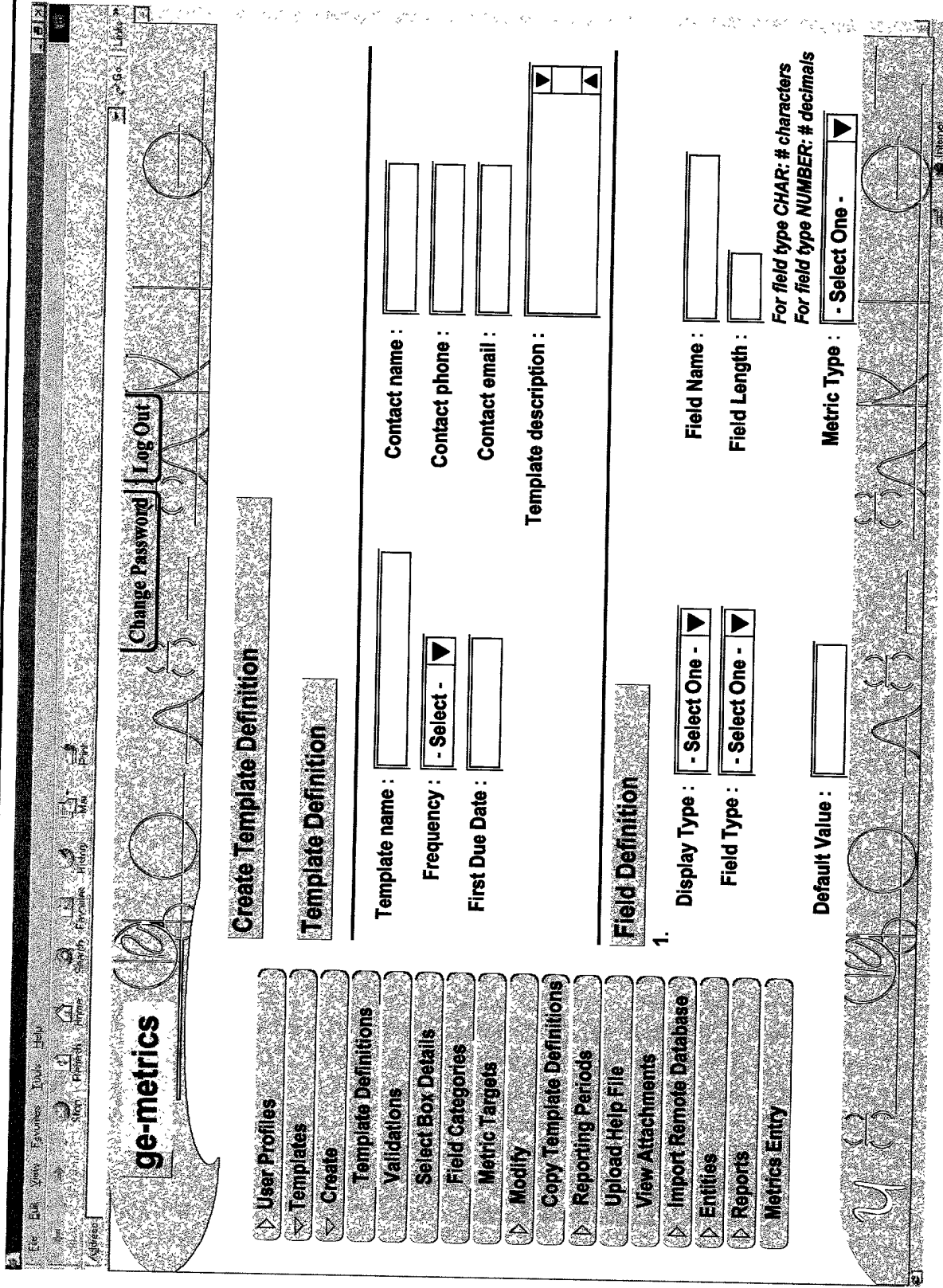




FIG. 54



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FIG. 55

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ge-metrics

Change Password Log Out

User Profiles

Templates

Create

Template Definitions

Validations

Select Box Details

Field Categories

Metric Targets

Modify

Copy Template Definitions

Reporting Periods

Upload Help File

View Attachments

Import Remote Database

Entities

Reports

Metrics Entry

Template : HD METRICS

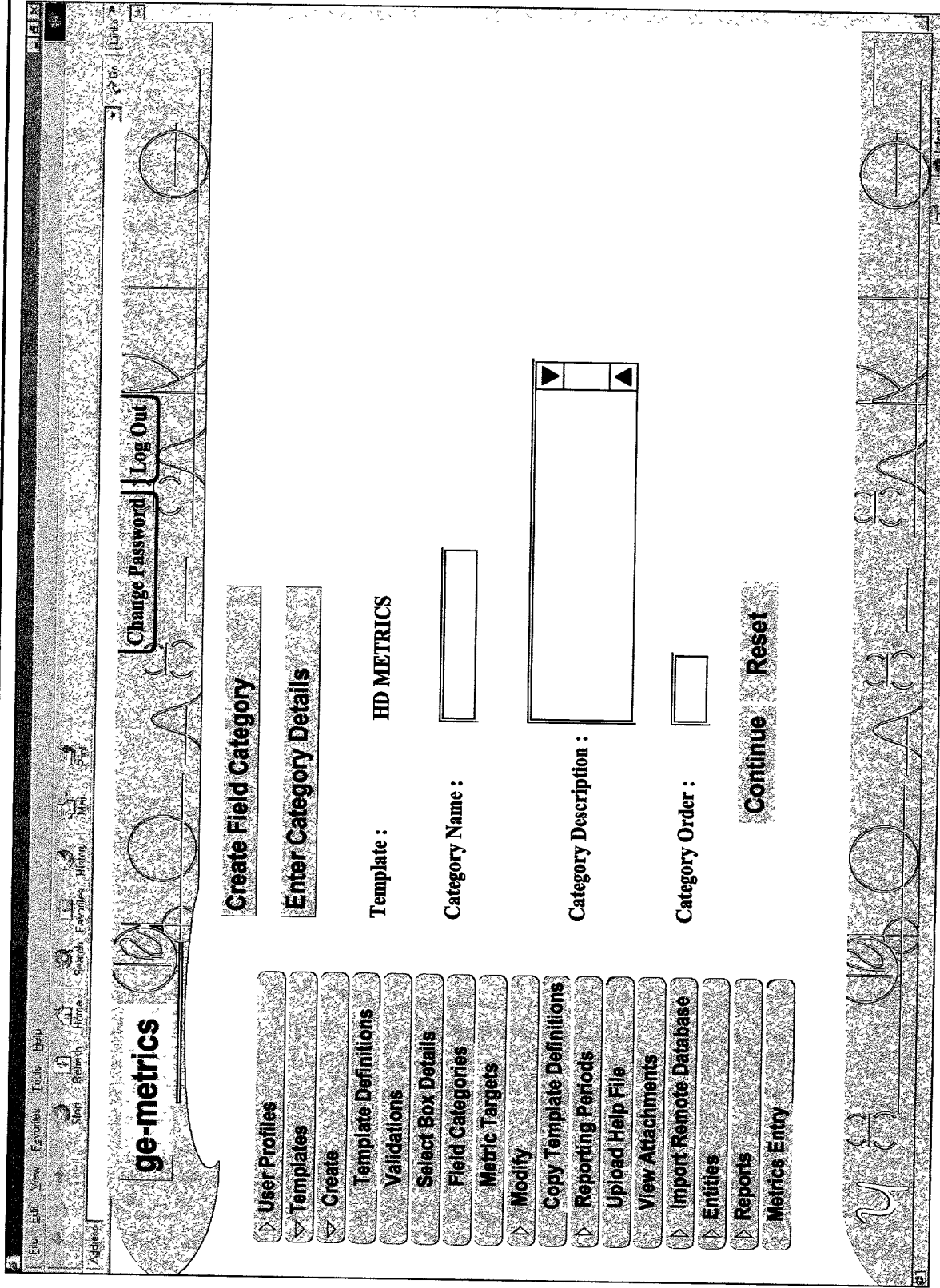
Add Validations

Fields : abandoned rate

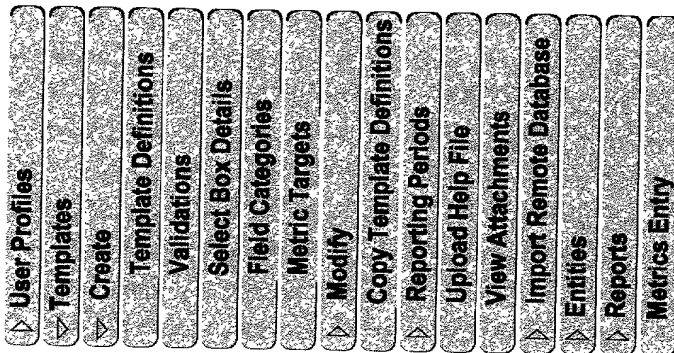
Condition	Message	Proceed	
>=	1	must be between 0 and 1	Yes
- Select one -			Yes
- Select one -			Yes
- Select one -			Yes
- Select one -			Yes

Save & Add Save Reset

FIG. 56



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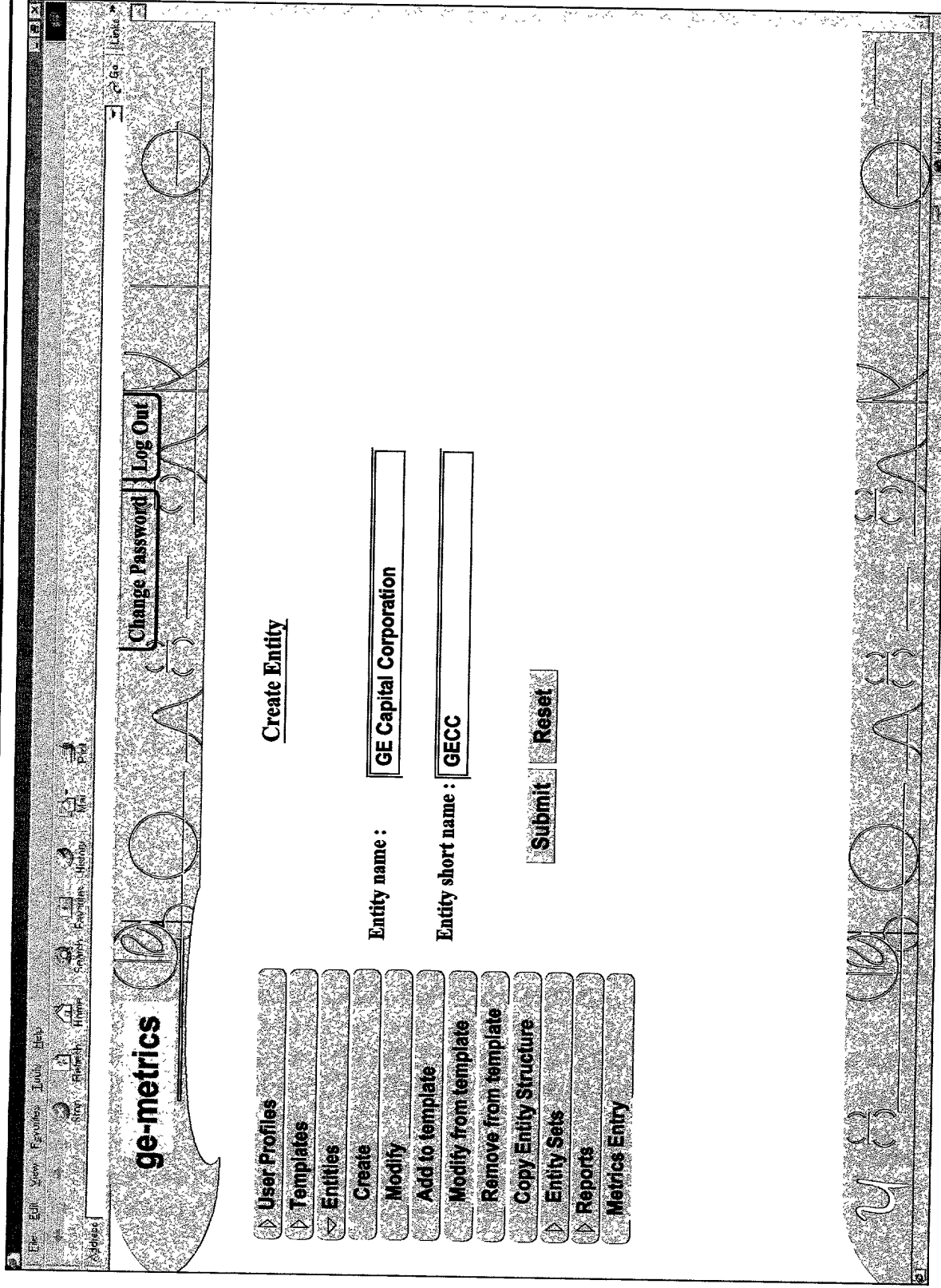


## Create/Modify Metric Targets

**Template name: Monthly**  
**Frequency: Monthly**  
**Report Month: Jan 2000**

Field order	Field Name	Weight	Green Level	Yellow Level	Red Level
1	users_supported	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>
2	number_of_calls	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>
4	speed_yield	<input type="text" value="&gt;="/>	<input type="text" value=".98"/>	<input type="text" value="between .94:.97"/>	<input type="text" value="&lt; .94"/>
5	speed_median	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>
6	speed_span	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>
7	abandoned_rate	<input type="text"/>	<input type="text" value="&lt;="/>	<input type="text" value="between .04:.06"/>	<input type="text" value="&gt;=.06"/>
8	resolved_on_first_c	<input type="text"/>	<input type="text" value="&gt;="/>	<input type="text" value="between .4:.6"/>	<input type="text" value="&lt; .4"/>
10	critical_yield	<input type="text"/>	<input type="text" value="&gt;="/>	<input type="text" value="between .94:.98"/>	<input type="text" value="&lt; .94"/>

FIG. 58



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FIG. 59

The screenshot displays a web browser window with the address bar showing 'http://www.geometrics.com'. The page title is 'ge-metrics'. The navigation menu includes: Home, About, Features, Tools, Help, Search, Favorites, History, Mail, Print. The main content area is titled 'Add Entities to Template' and includes the following fields and buttons:

- Template :** HD METRICS
- Entity name :** -- Select One --
- Display name :** [Empty Text Field]
- Parent entity :** -- Select One --
- Relative Weight For Rollups :** 1
- Buttons:** View Entity Hierarchy, Submit, Reset

The left sidebar contains a list of menu items: User Profiles, Templates, Entities, Create, Modify, Add to template, Modify from template, Remove from template, Copy Entity Structure, Entity Sets, Reports, and Metrics Entry.

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FIG. 60

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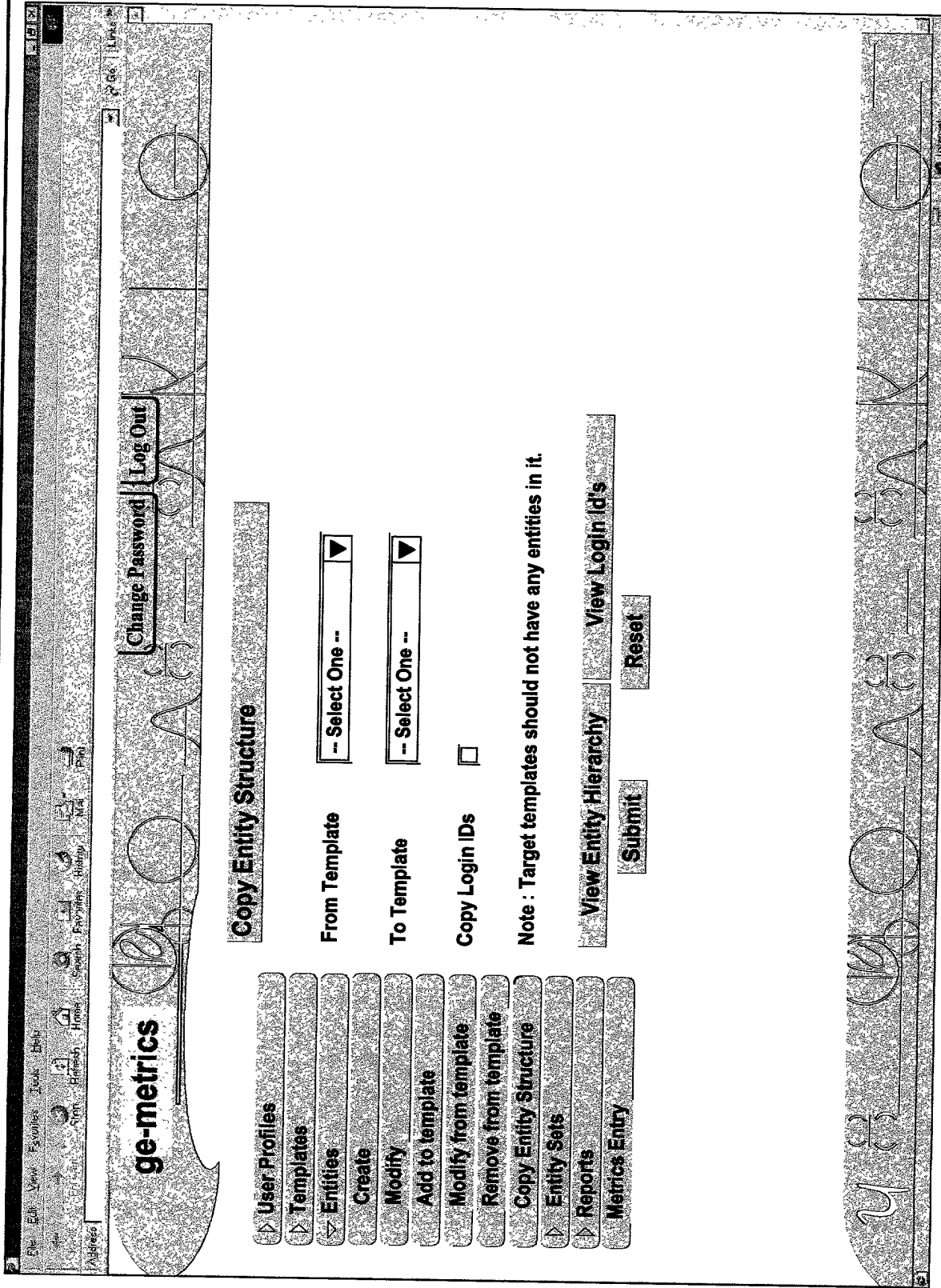




FIG. 61

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ge-metrics

Home About Us Contact Us Privacy Policy Terms of Service Help Log Out Change Password

User Profiles  
Create user  
Modify user  
Grant access to template  
Grant access to entities  
Reset Password  
Templates  
Entities  
Reports  
Metrics Entry

Create User Profile

Enter Profile Details

Fields in BOLD are required

Login id :  
First name :  
Last name :  
Telephone :  
E-mail :  
User Type : -- Select One --

Please enter a valid email address

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FIG. 62

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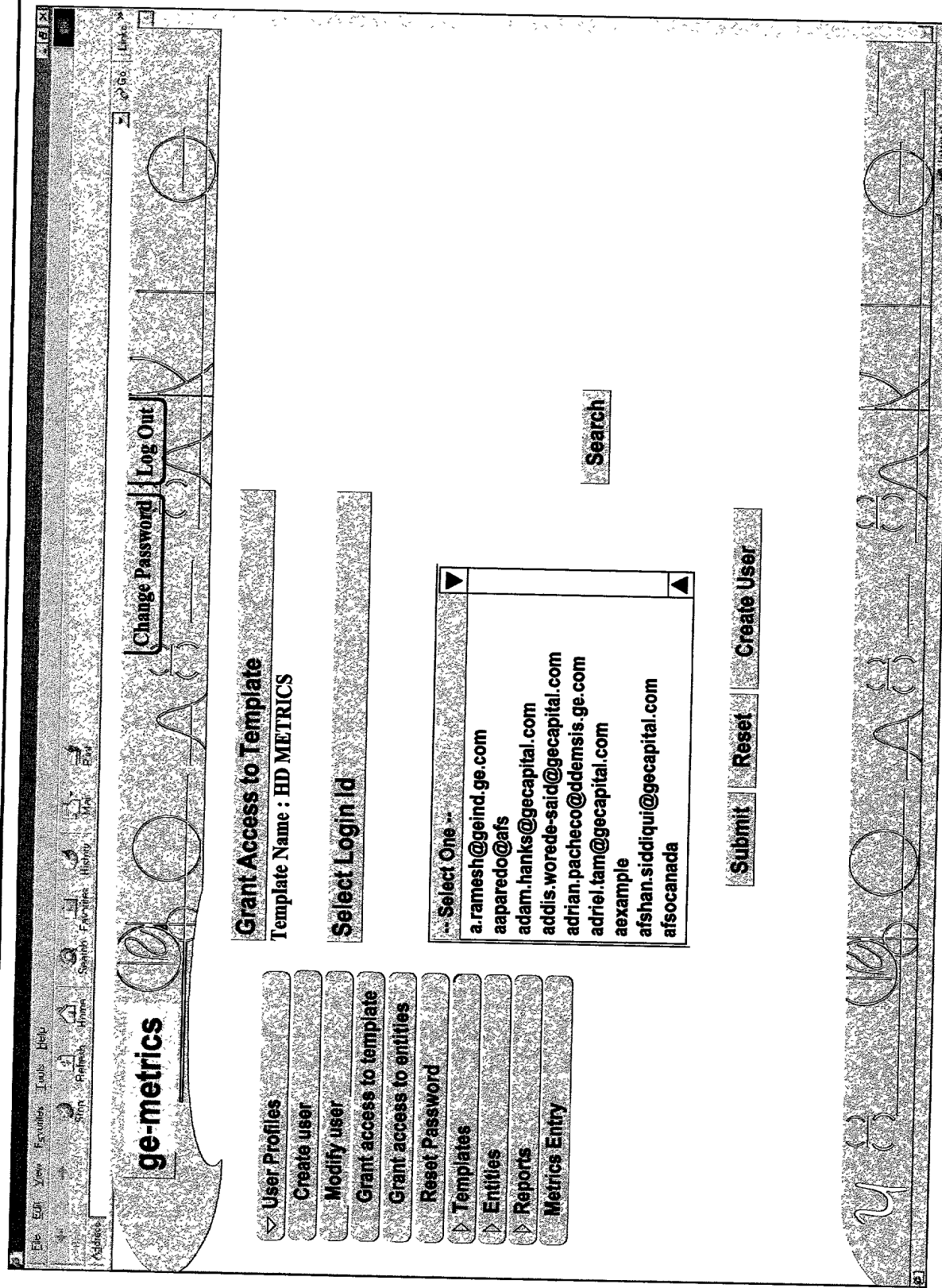
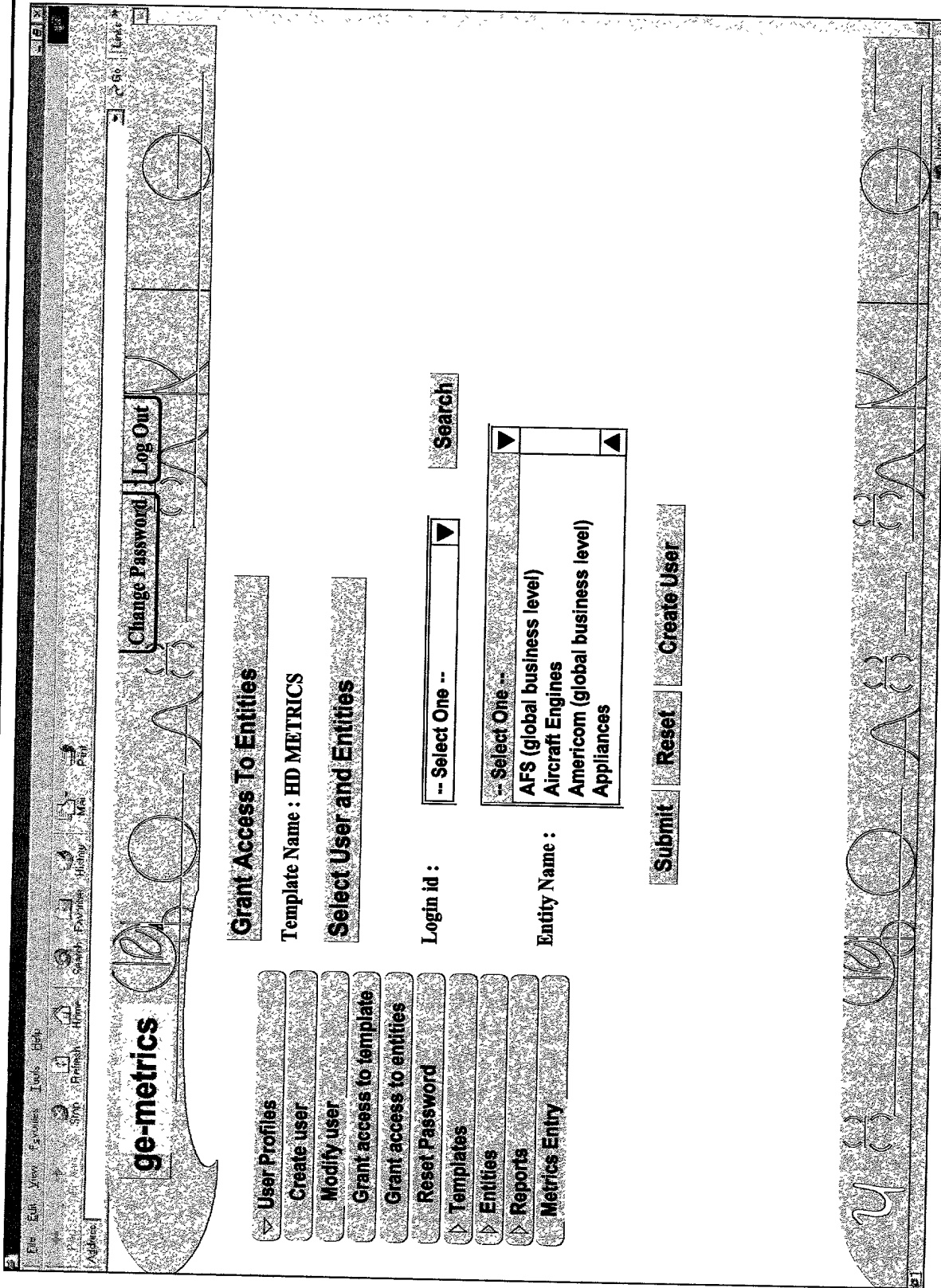
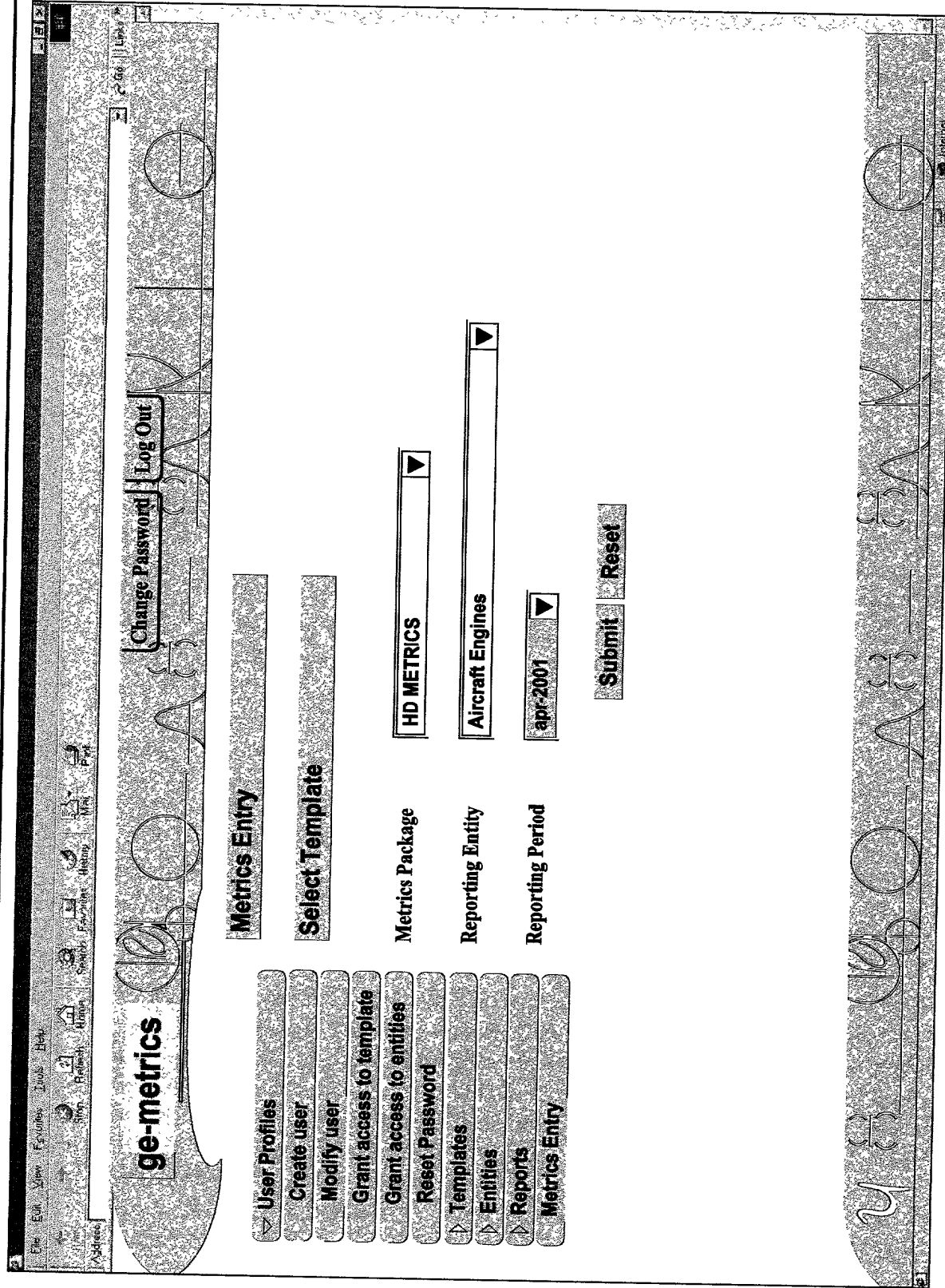


FIG. 63



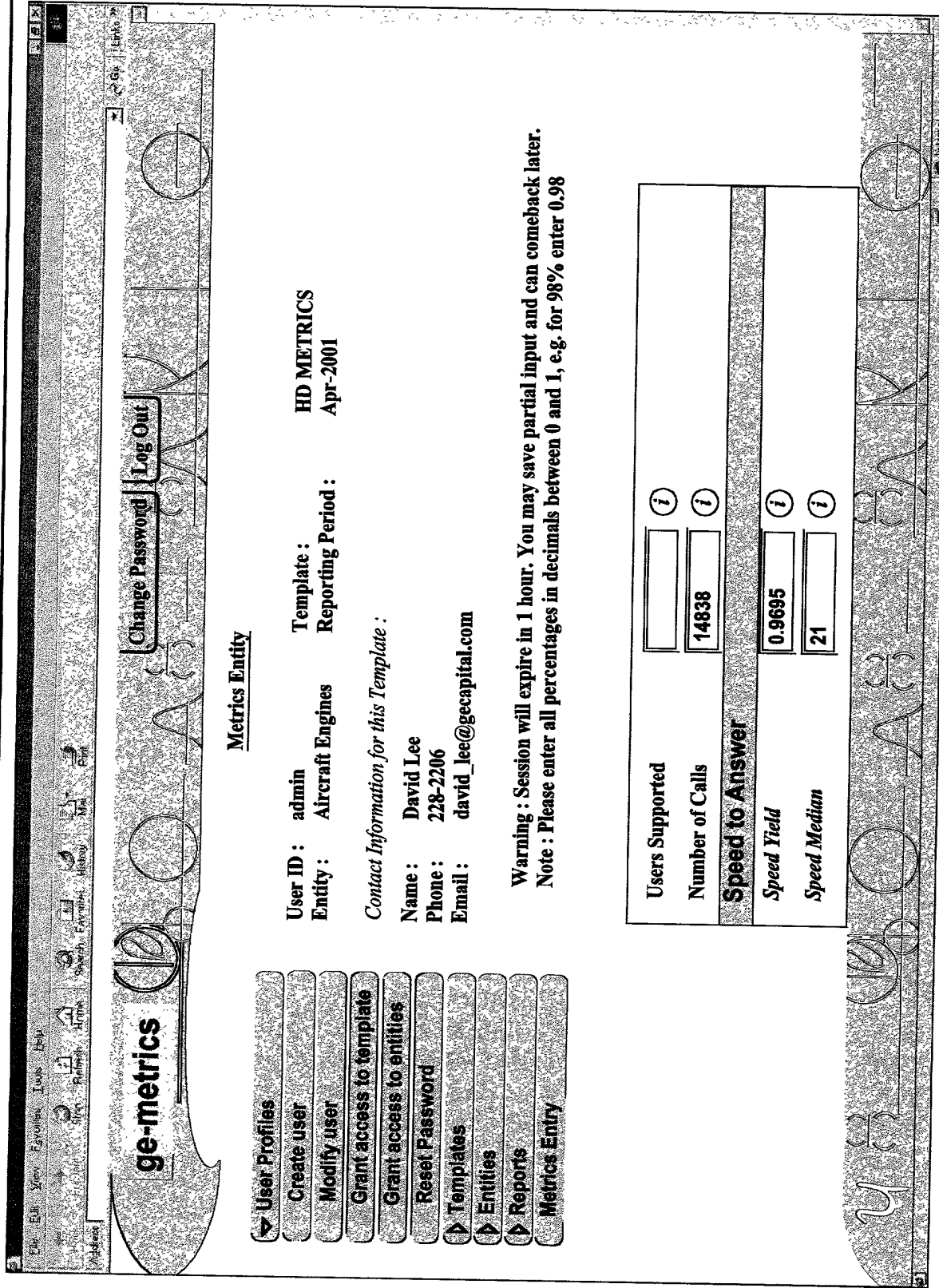
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FIG. 64



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FIG. 65



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FIG. 66

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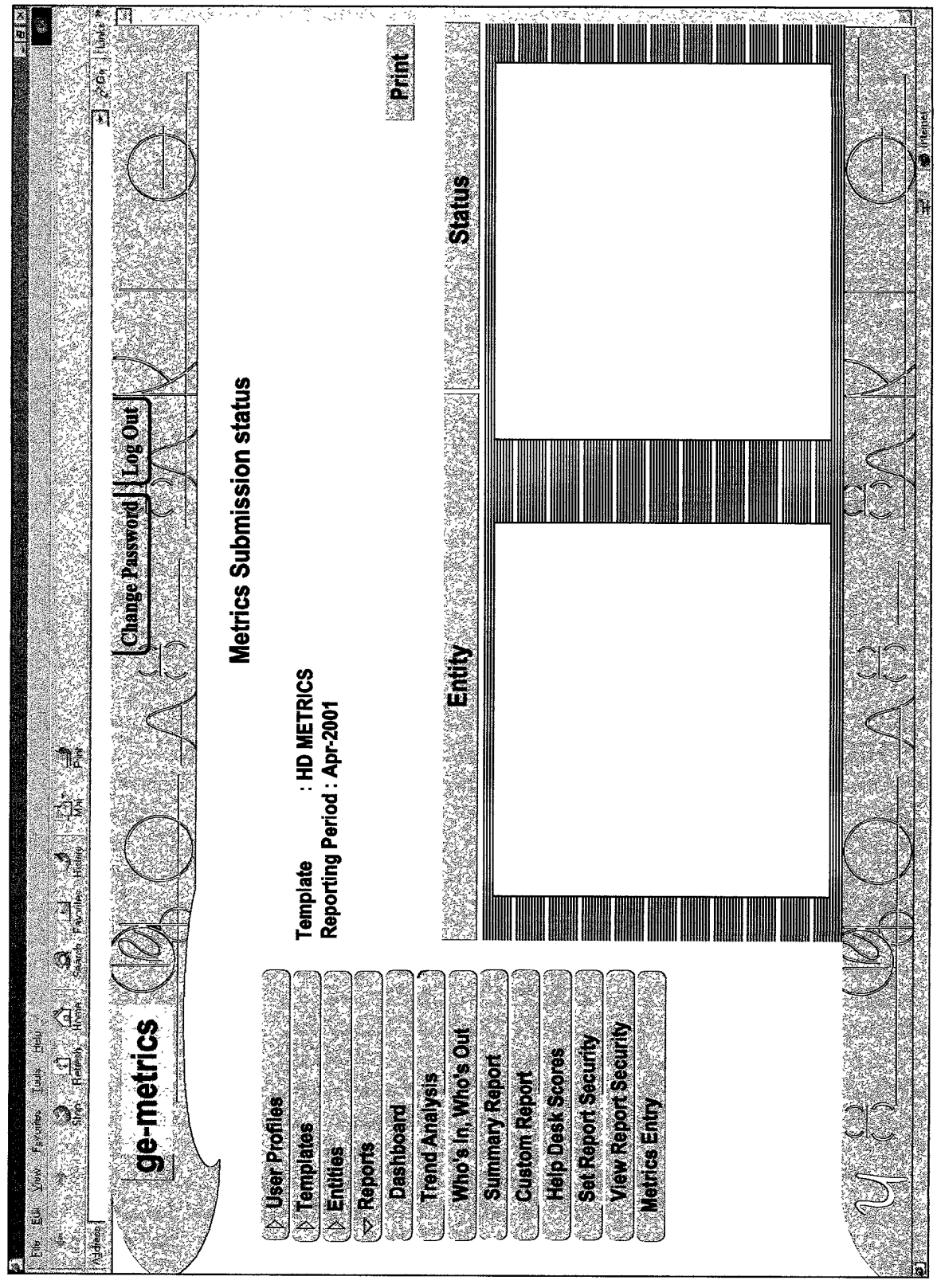




FIG. 67

DASHBOARD METRICS - Microsoft Internet Explorer									
March 2001									
GE Capital									
Speed		Abandoned		Resolved		Critical		Urgent	
Yield		Rate		on First Contact		Yield		Yield	
Business Entity		94.00%		0.13%		69.43%		100.00%	
		95.53%		100.00%		100.00%		100.00%	
Business Entity		97.00%		1.00%		92.00%		100.00%	
		97.00%		88.00%		100.00%		100.00%	
Business Entity		93.30%		0.30%		80.70%		100.00%	
		96.70%		100.00%		100.00%		100.00%	
Business Entity		100.00%		0.65%		70.09%		100.00%	
		96.67%		100.00%		100.00%		100.00%	
Business Entity		93.85%		0.00%		69.30%		96.59%	
		98.44%		100.00%		97.65%		100.00%	
Business Entity		93.60%		1.00%		69.20%		96.00%	
		92.00%		100.00%		99.50%		100.00%	
Business Entity		87.50%		2.10%		79.20%		84.30%	
		95.60%		100.00%		100.00%		100.00%	
Business Entity		99.00%		0.60%		64.00%		99.00%	
		93.00%		100.00%		98.70%		100.00%	
Business Entity		93.00%		0.46%		64.37%		94.44%	
		97.53%		100.00%		100.00%		100.00%	
Business Entity		81.00%		6.00%		61.00%		95.00%	
		87.00%		100.00%		100.00%		100.00%	

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